

ARGYLE Docket: 1353310-32432

Postal Regulatory Commission

Submitted 10/7/2011 3:58:16 PM

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\*These are the 1st 18 documents that should be completed Scanned and sent to the MPOO for review

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1.	Request/approval to study for discontinuance (01/20/2011)	F
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3.	Notice (if appropriate) to customers/district personnel of suspension	F
4.	Highway map with community highlighted (01/24/2011)	F
5.	Eviction notice (if appropriate) (02/07/2011)	F
6.	Building inspection report and original photos of building deficiencies (if appropriate) (02/07/2011)	F
7.	Post Office and community photos (01/24/2011)	F
8.	PS Form 150, Postmaster Workload Information (02/07/2011)	F
9.	Worksheet for calculating work service credit (02/03/2011)	F
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15.	Post Office fact sheet (04/12/2011)	F
16.	Community fact sheet (04/04/2011)	F
17.	Alternate service options/cost analysis (03/24/2011)	F
18.	Form 4920, Post Office Closing or Consolidation Proposal — Fact Sheet (with past 3 fiscal years of total revenue and revenue units) (03/10/2011)	F
19.	Analysis of investigative findings/recommendations (02/17/2011)	F
20.	Questionnaire instruction letter to postmaster/OIC (02/22/2011)	F
21.	Cover letter, questionnaire, and enclosures (02/22/2011)	F
22.	Returned customer questionnaires and Postal Service response letters (02/22/2011)	F
23.	Analysis of questionnaires (04/13/2011)	F
24.	Community meeting roster (03/10/2011)	F
25.	Community meeting analysis (03/10/2011)	F
26.	Community meeting letter (if community meeting held prior to questionnaire) (03/01/2011)	F
27.	Petition and Postal Service response letter (if appropriate) (03/30/2011)	F
28.	Congressional inquiry and Postal Service response letter (if appropriate) (01/01/1900)	F
29.	Proposal checklist (03/10/2011)	F
30.	District notification to Government Affairs (04/16/2011)	F
31.	Instructions to postmaster/OIC to post proposal (04/12/2011)	F
32.	Invitation for comments exhibit (04/16/2011)	F
33.	Proposal exhibit	F
34.	Comment form exhibit (04/12/2011)	F

35.	<u>Instructions for postmaster/OIC to remove proposal</u> (04/12/2011)	F
36.	<u>Round-date stamped proposals and invitations for comments from affected offices</u> ()	F
	<u>Notification of taking proposal and comments under internal consideration</u> ()	F
38.	<u>Customer comments and Postal Service response letters</u> ()	F
39.	<u>Premature Postal Regulatory Commission appeal and Postal Service response letter (if appropriate)</u> ()	F
40.	<u>Analysis of comments</u> ()	F
41.	<u>Revised proposal (if appropriate)</u> (04/12/2011)	F
42.	<u>Updated PS Form 4920 (if appropriate)</u> (03/10/2011)	F
43.	<u>Certification of record</u> ()	F
44.	<u>Log of Post Office discontinuance actions</u> ()	F



01/20/2011

CAROLYN CHAMBERS  
DISTRICT MANAGER  
NORTH FLORIDA PFC

SUBJECT: Authority to Conduct Investigation

I request your authorization to investigate a possible change in postal services for the office in the FL-01 congressional district.

Post Office Name:	ARGYLE
Zip+4 Code:	32422-9998
EAS Level:	11
Finance Number:	110270
County:	Walton
Proposed Admin Office:	DEFUNIAK SPRNGS FL PO
ADMIN Miles Away:	5.3
Near Office Name:	DEFUNIAK SPRNGS FL PO
Near Miles Away:	5.3
Number of Customers:	
Post Office Box:	98
General Delivery:	0
Rural Route (RR):	0
Highway Contract Route (HCR):	0
Intermediate RR:	0
Intermediate HCR:	0
City Delivery:	0
Total Customers:	98
ZIP Code Change:	Yes <input type="checkbox"/> NO <input checked="" type="checkbox"/> ZIP Code 32422

The above office became vacant when the postmaster retired on 11/21/2009.

Retail transactions have declined at the Argyle Post Office by approximately 4% since fiscal year 2010, while revenue has also declined by approximately 4% for the same period. The Postal Service feels that regular and effective service will continue to be provided through rural route service. Plus the Defuniak Springs Post Office is located within 5 miles.

TODD SMITH  
Manager, Post Office Operations

Approval to Study for Discontinuance:

CAROLYN CHAMBERS  
DISTRICT MANAGER  
NORTH FLORIDA PFC

01/20/2011

DATE

cc: Area Manager, Public Affairs and Communication



Docket: 1353310

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NOTICE OF POST OFFICE EMERGENCY SUSPENSION

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**A. Office**

Name: ARGYLE State: FL Zip Code: 32422  
Area: SOUTHEAST District: NORTH FLORIDA PFC  
Congressional District: FL-01 County: Walton  
EAS Grade: 11 Finance Number: 110270  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

• There was no Emergency Suspension for this office

Prepared by: Carolyn Kirce  
Title: NORTH FLORIDA PFC Post Office Review Coordinator  
Tele No: (904) 858-6624

Date: 04/13/2011  
Fax No: (904) 858-6632





NOTICE TO CUSTOMERS/DISTRICT PERSONNEL OF SUSPENSION

**A. Office**

Name: ARGYLE State: FL Zip Code: 32422  
Area: SOUTHEAST District: NORTH FLORIDA PFC  
Congressional District: FL-01 County: Walton  
EAS Grade: 11 Finance Number: 110270  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

There was no Emergency Suspension for this office

Prepared by: Carolyn Kirce  
Title: NORTH FLORIDA PFC Post Office Review Coordinator  
Tele No: (904) 858-6624

Date: 04/13/2011  
Fax No: (904)  
858-6632



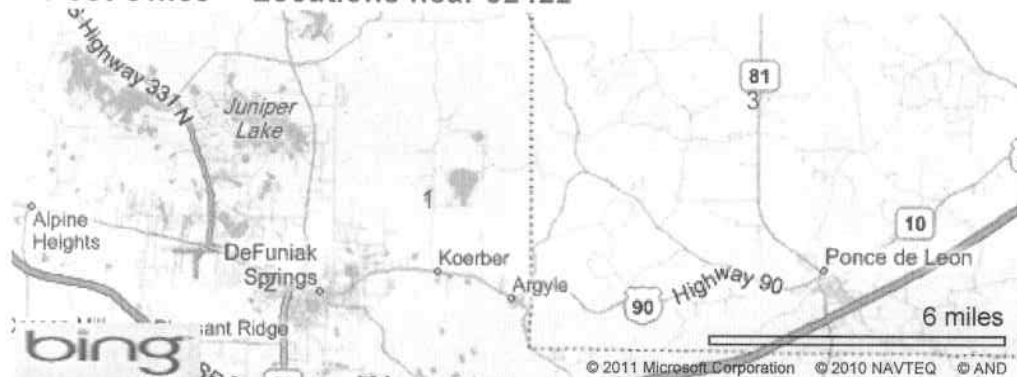
A service of



# Post Office™ Locations

[PRINT](#) | [BACK](#)

## Post Office™ Locations near 32422



### 1 **Post Office™** **Location - ARGYLE**

4757 U S HIGHWAY  
90 E  
ARGYLE, FL 32422-  
9998  
(800) ASK-USPS  
(800) 275-8777  
(850) 892-9540

0.0 mi

### **Business Hours**

Mon-Fri  
8:30am-1:00pm  
2:30pm-4:00pm  
Sat-Sun  
closed

### **Services**

[PO Boxes Online](#)

Service hours may vary. Please  
check link for business hours.

### 2 **Post Office™**

**Location - DEFUNIAK  
SPRINGS**  
100 S 18TH ST  
DEFUNIAK SPRINGS,  
FL 32435-9998  
(800) ASK-USPS

(800) 275-8777  
(850) 892-5714

3.6 mi

### **Business Hours**

Mon-Fri  
8:30am-4:30pm  
Sat  
10:00am-12:00pm  
Sun  
closed

### **Services**

[PO Boxes Online](#)

Service hours may vary. Please  
check link for business hours.

### 3 **Post Office™**

**Location - PONCE  
DE LEON**  
2834 N HIGHWAY 81  
PONCE DE LEON, FL  
32455-9998  
(800) ASK-USPS

(800) 275-8777  
(850) 836-4311

7.0 mi

### **Business Hours**

Mon-Fri  
8:30am-11:00am  
1:00pm-4:30pm  
Sat  
8:30am-11:00am  
Sun  
closed

### **Services**

[PO Boxes Online](#)

Service hours may vary. Please  
check link for business hours.

**Post Office™ Locations near 32422****By City**[ARGYLE](#)[DEFUNIAK  
SPRINGS](#)[PONCE DE LEON WESTVILLE](#)[CARYVILLE](#)**By ZIP Code**

<a href="#">32435</a>	<a href="#">32455</a>	<a href="#">32464</a>	<a href="#">32427</a>	<a href="#">32439</a>	<a href="#">32538</a>	<a href="#">36455</a>	<a href="#">32462</a>	<a href="#">32425</a>	<a href="#">36442</a>
<a href="#">36340</a>	<a href="#">32437</a>	<a href="#">36477</a>	<a href="#">36314</a>	<a href="#">32578</a>	<a href="#">32567</a>	<a href="#">32539</a>	<a href="#">36318</a>	<a href="#">32459</a>	<a href="#">32463</a>

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phone numbers and  
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Search for a business by name or  
category nationwide.

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Eviction Notice

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**A. Office**

Name: ARGYLE State: FL Zip Code: 32422  
Area: SOUTHEAST District: NORTH FLORIDA PFC  
Congressional District: FL-01 County: Walton  
EAS Grade: 11 Finance Number: 110270  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

There was no eviction notice for this office

Prepared by: Carolyn Kirce  
Title: NORTH FLORIDA PFC Post Office Review Coordinator  
Tele No: (904) 858-6624

Date: 04/13/2011  
Fax No: (904) 858-6632



### Building Inspection Report

#### A. Office

Name: ARGYLE State: FL Zip Code: 32422  
Area: SOUTHEAST District: NORTH FLORIDA PFC  
Congressional District: FL-01 County: Walton  
EAS Grade: 11 Finance Number: 110270  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

• There was no building inspection report nor photos for this office

Prepared by: Carolyn Kirce  
Title: NORTH FLORIDA PFC Post Office Review Coordinator  
Tele No: (904) 858-6624

Date: 04/13/2011  
Fax No: (904)  
858-6632

**Please make sure that you include photos of the office and several community pictures. You should have a photo of each side of the building, the lobby and the back office. For each photo insert in the top right corner docket number and page nbr 7A, 7B, ect. depending on the number of photos included.**

Docket (facility id)  
Page Nbr 7a

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## PS Form 150, Postmaster Workload Information

Post Office, State & Zip Code ARGYLE, FL 32422		Postmaster's Signature	Date
District Office, State & Zip Code NORTH FLORIDA PFC, FL 32207		District Manager's Signature Carolyn Chambers	Date 02/07/2011
(Check Box)			
<input checked="" type="checkbox"/> Vacancy <input type="checkbox"/> Management Review <input type="checkbox"/> RFR		See Instructions on Reverse	
1.	Current Office Level		11
2.	Finance Number	(1-6)	110270
3.	General Delivery Families Served	(7-9)	0
4.	Post Office Boxes/Call Boxes Rented	(10-15)	98
5.	Possible City Deliveries	(16-20)	0
6.	Administrative Rural Boxes Served	(21-25)	0
7.	Intermediate Rural Boxes Served	(26-30)	0
8.	Administrative Responsibility form Intermediate Rural Boxes for Other Offices	(31-35)	0
9.	Administrative Highway Contract/Star Route Boxes Served	(36-39)	0
10.	Intermediate Highway Contract/Star Route Boxes Served	(40-43)	0
11.	Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices	(44-47)	0
12.	Number of Carrier Stations/Branches	(48-49)	0
13.	Number of Finance Stations/Branches	(50-51)	0
14.	Number of Contract Stations/Branches & Community Post Offices	(52-53)	0
15a.	Does Office Experience A Seasonal Workload? (box one "Y" of yes, "N" for no) (If you answer "yes" of this question, complete 'Seasonal Workload' section on reverse.)	(54)	N
15b.	Duration of Experience A Seasonal Workload? (minimum of 8 weeks)	(55-56)	0
16.	Does Office Perform Outgoing Distribution for Other Offices?	(57)	N
17.	Does Office Perform Incoming Distribution for Other Offices?	(58)	N
18.	Does Office Perform Incoming Secondary Distribution for Other Offices?	(59)	N
19.	Do You Separate All Incoming Letter Size Mail to City & Rural Carrier Routes for Your Own Office?	(60)	N
20.	Do You Separate All Incoming Flat Size Mail to City & Rural Carrier Routes for Your Own Office?	(61)	N
21.	Do You Have Responsibility for Vehicle Maintenance Facilities?	(62)	N
22.	Does Your Office Have Administrative Responsibility for an Air Transfer Office?	(63)	N
23.	Is Postmaster Lessor for Government Owned Building?	(64)	N
24.	Does Office Have MPLSM/SPLSM?	(65)	N
25.	Does Office Distribute Food Stamps?	(65)	N

**PS Form 150, Postmaster Workload Information**

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	Normal	During Seasonal Period
General Delivery Families Served	0	0
Post Office Boxes/Call Boxes Rented	98	0
Possible City Deliveries	0	0
Administrative Rural Boxes Served	0	0
Intermediate Rural Boxes Served	0	0
Administrative Responsibility/Number Intermediate Rural Boxes	0	0
Administrative Highway Contract/Star Route Boxes Served	0	0
Intermediate Highway Contract/Star Route Boxes Served	0	0
Administrative Responsibility/Number Intermediate Highway Contract/Star Route Boxes	0	0

**Instructions**

- Enter current evaluated office level.
- Enter the 6 digit post office finance number.
- Enter number of general delivery families served.
- Enter total number of post office boxes and call boxes rented. Do not confuse with the total number available. This total should include boxes rented at classified stations/branches as well as the main office including GPO's.
- Enter total possible city deliveries. The total reported should equal the total possible deliveries shown on Form 1621, *Carrier Route Report*, for the previous accounting period.
- Enter the number of administrative boxes served. This is the number of rural route boxes served, within your ZIP Code ONLY by carriers administratively reporting to you. Do not include boxes on the routes which are in the ZIP Code of an intermediate office.
- Enter the number of intermediate rural boxes served. This is the number of rural boxes, within your ZIP Code, served by a carrier administratively reporting to another postmaster. For credit, the mail must be incoming to your office and separated to the routes within your ZIP Code by you or your employees prior to carrier sequencing.
- Enter the number of intermediate rural boxes for which you are administratively responsible. This is the number of boxes served by a carrier administratively responsible to you, but which are located in the ZIP Code for another office.
- Enter the number of administrative highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor for whom you have administrative responsibility. Do not include boxes on the routes which are in the same ZIP Code of an intermediate office.
- Enter the number of intermediate highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor who administratively reports to your office and separated to the contract route by you or your employees.
- Enter the number of intermediate highway contract star route boxes for which you are administratively responsible. This is the number of boxes served by a contractor for whom you are administratively responsible and which are located in the ZIP Code of another office.
- Enter the number of classified stations and/or branches that have carrier delivery service.
- Enter the number of classified finance stations and/or branches (without carrier delivery service) staffed by postal employees.
- Enter the total number of contract stations, rural stations and community post offices.
  - A contract station is a detached finance unit manned by non-postal employees.
  - A rural station is a post office box delivery unit serviced by a rural carrier.
  - A community post office is a contract unit which provides service in a small community.
- To receive credit for a seasonal workload increase the items shown on the seasonal workload portion of the form must show a 25% increase and must last for a minimum of 8 weeks. The Christmas Season is not to be considered as a seasonal workload increase. Should your office have a seasonal workload increase you should enter the exact number of weeks the season lasts and complete the seasonal workload portion of the form in its entirety.

**Questions 16 Thru 25 Should Be Answered Y (Yes) or N (No)**

- Does office separate massed outgoing mail originating in other associate offices to three digit ZIP CODE designating offices and/or area distribution centers and demonstrate a culling, facing and cancelling operation?
- Does office separate massed three digit sorted incoming mail to a five digit sort for other associate offices?
- Does office separate incoming mail to carrier routes for other associate offices?
- Does office separate all incoming letter size mail to city, rural and/or star routes?
- Does office separate all incoming flats to city and/or rural carrier routes without assistance from an MPC?
- Do you have a vehicle maintenance facility under your jurisdiction?
- Do you have an air transfer office under your jurisdiction?
- Do you occupy a government-owned building and lease a portion of the building to someone else?
- Does your office operate a Multiple Position Letter Sorting Machine (MPLSM) or Single Position Letter Sorting Machine (SPLSM)?
- Does your office distribute food stamps?

## Worksheet for calculating Workload Service Credit (WSC) for Post Offices

### Worksheet for calculating Workload Service Credit (WSC) for Post Offices

Office Name: ARGYLE  
Office Zip+4: 32422 -9998 District: NORTH FLORIDA PFC

#### Activity WSCs

General Delivery Families Served (Item 3, PS Form 150) .....	<u>0</u>	X 1.0	=	<u>0</u>
Post Office Boxes/Call Boxes Rented (Item 4, PS Form 150) .....	<u>98</u>	X 1.0	=	<u>98</u>
Possible City Deliveries (Item 5, PS Form 150) .....	<u>0</u>	X 1.33	=	<u>0</u>
Administrative Rural Boxes Served (Item 6, PS Form 150) .....	<u>0</u>	X 1.0	=	<u>0</u>
Intermediate Rural Boxes Served (Item 7, PS Form 150) .....	<u>0</u>	X 0.7	=	<u>0</u>
Administrative Responsibility for Intermediate Rural Boxes for Other Offices (Item 8, PS Form 150) .....	<u>0</u>	X 0.3	=	<u>0</u>
Administrative Highway Contract/Star Route Boxes Served (Item 9, PS Form 150) .....	<u>0</u>	X 1.0	=	<u>0</u>
Intermediate Highway Contract/Star Route Boxes Served (Item 10, PS Form 150) .....	<u>0</u>	X 0.7	=	<u>0</u>
Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices (Item 11, PS Form 150) .....	<u>0</u>	X 0.3	=	<u>0</u>
Total Activity WSCs .....				<u>98</u>

#### Revenue WSCs

First	25 revenue units:	1.00	X	<u>25</u> units	=	<u>25.00</u>
Next	275 revenue units:	0.50	X	<u>45</u> units	=	<u>22.50</u>
Next	700 revenue units:	0.25	X	<u>0</u> units	=	<u>0.00</u>
Next	5000 revenue units:	0.10	X	<u>0</u> units	=	<u>0.00</u>
	Balance of revenue units:	0.01	X	<u>0</u> units	=	<u>0.00</u>
Total revenue WSCs:						<u>47.50</u>

Activity WSCs 98 + Revenue WSCs = 47.50 Base WSCs 145.50 = EAS Grade 11

Previous evaluation: EAS grade 11

Effective date of change in service hours: \_\_\_\_\_ (if appropriate)  
(when a vacancy exists, hours must reflect the appropriate EAS grade)

Worksheet completed by:

CAROLYN KIRCE

CAROLYN.L.KIRCE@USPS.GOV

Printed Name

Signature

NORTH FLORIDA PFC District Review Coordinator

02/03/2011

Title

Date

## Window Transaction Survey

Window Transaction Survey									
PO Name: ARGYLE		ZIP+4: 32422 - 9998		Completed By: CAROLYN KIRCE					
Survey Period: 01/29/2011		through 02/11/2011							
<p>Record the number of retail window transactions in the appropriate columns for each day. Consider a sale of stamps as one transaction. A sale of stamps and a money order is two transactions. Do not record the handing out over the counter of box mail, general delivery mail, or carrier mail. Instead of this worksheet, you may use PS Form 2007-A, Window Transaction Record; PS Form 2007-B, Window Transaction Conversion; and PS Form 2007-C, Window Transaction Survey. Use hash marks (///) for daily entries in the columns. To obtain the average daily number of transactions, divide the total number of transactions during the survey period by the number of days in the survey. The allowable time per transaction is shown in each column in minutes. To determine the average daily workload in minutes, multiply the number of transactions in each column by the time conversion for that column, total the time conversions for all columns, and divide the total number of minutes by the number of days in the survey period.</p>									
Day/Date	Postage Sales (.777)	Priority Parcels Money Orders (1.083)	Express Registered C.O.D. (1.969)	Passports Meter Settings (5.06)	Box Rent (2.875)	Certified Insured Special Service (1.792)	Misc. Services (1.787)	Nonrevenue Services (1.188)	
Sat - 01/29	0	0	0	0	0	0	0	0	
Sun - 01/30	0	0	0	0	0	0	0	0	
Mon - 01/31	8	5	1	0	1	2	1	14	
Tue - 02/01	10	10	1	0	1	2	6	17	
Wed - 02/02	7	6	1	0	2	1	3	22	
Thu - 02/03	13	15	1	0	1	1	3	14	
Fri - 02/04	16	4	1	0	1	0	2	20	
Sat - 02/05	0	0	0	0	0	0	0	0	
Sun - 02/06	0	0	0	0	0	0	0	0	
Mon - 02/07	7	8	1	0	1	3	4	31	
Tue - 02/08	14	6	1	0	1	0	1	16	
Wed - 02/09	8	6	1	0	2	1	3	11	
Thu - 02/10	8	7	1	0	0	3	5	14	
Fri - 02/11	10	2	1	0	0	1	2	9	
TOTALS	101	69	10	0	10	14	30	168	
Time Factor	X .777	X 1.083	X 1.969	X 5.06	X 2.875	X 1.792	X 1.787	X 1.188	
Daily Average	7.8	7.5	2.0	0.0	2.9	2.5	5.4	20.0	
Average Number Daily Transactions:		40.2		Average Daily Retail Workload in Minutes:		48.1			

## Survey of Incoming Mail

Survey of Incoming Mail  
(Record in Pieces)

Post Office Name and Zip+4 ARGYLE 32422 - 9998  
Dates Recorded 01/29/2011 through 02/11/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 01/29	0	0	0	0	0	0	0	0
Sun - 01/30	0	0	0	0	0	0	0	0
Mon - 01/31	208	57	72	43	5	3	0	0
Tue - 02/01	88	44	17	21	0	0	0	0
Wed - 02/02	76	94	8	2	2	0	0	0
Thu - 02/03	115	55	2	8	0	1	0	0
Fri - 02/04	85	10	11	18	2	2	0	0
Sat - 02/05	0	0	0	0	0	0	0	0
Sun - 02/06	0	0	0	0	0	0	0	0
Mon - 02/07	189	38	27	21	4	0	0	0
Tue - 02/08	131	38	18	20	0	0	0	0
Wed - 02/09	106	25	21	17	4	2	0	0
Thu - 02/10	157	51	14	5	2	0	0	0
Fri - 02/11	78	46	2	28	0	1	0	0
TOTALS	1,233	458	192	183	19	9	0	0
Daily Average	123.3	45.8	19.2	18.3	1.9	0.9	0.0	0.0

Signature of Person Making Count: CAROLYN KIRCE  
Printed Name: CAROLYN KIRCE  
Date: 02/14/11

### Conversion Rate

Letter Type	Total Pieces Per Foot	Flat Type	Total Pieces Per Foot
Manual Letters	227	Manual Flats	115
Automated Letters	215	Automated Flats	115
Sequenced Letters	227	Sequenced Flats	115

Conversion rates are subject to periodic updates which will be published and disseminated when applicable.

## Survey of Dispatched Mail

Survey of Dispatched Mail  
(Record in Pieces)

Post Office Name and Zip+4

ARGYLE 32422 - 9998

Dates Recorded

01/29/2011 through 02/11/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 01/29	0	0	0	0	0	0	0	0
Sun - 01/30	0	0	0	0	0	0	0	0
Mon - 01/31	681	0	4	0	5	7	0	0
Tue - 02/01	562	0	2	0	7	4	0	0
Wed - 02/02	687	0	2	0	4	8	0	0
Thu - 02/03	1072	0	3	0	5	6	0	0
Fri - 02/04	987	0	4	0	1	8	0	0
Sat - 02/05	102	0	0	0	0	0	0	0
Sun - 02/06	0	0	0	0	0	0	0	0
Mon - 02/07	1302	0	2	0	6	3	0	0
Tue - 02/08	677	0	0	4	9	0	0	0
Wed - 02/09	872	0	1	0	4	4	0	0
Thu - 02/10	988	0	2	0	3	5	0	0
Fri - 02/11	1102	0	3	4	8	0	0	0
TOTALS	9,032	0	23	8	52	45	0	0
Daily Average	903.2	0.0	2.3	0.8	5.2	4.5	0.0	0.0

Signature of Person Making Count:

CAROLYN KIRCE

Printed Name:

CAROLYN KIRCE

Date:

02/14/11





02/15/2011

OIC/POSTMASTER

SUBJECT: ARGYLE Post Office

Please provide the names and addresses of businesses, religious institutions, civic organizations, and local government offices, and schools that are served by the ARGYLE Post Office. The list of businesses should include small, part-time and in-home businesses, as well as public institutions, such as schools, police departments, etc; religious institutions and businesses physically located outside the community that use retail services on a routine basis at the ARGYLE Post Office. Also, please provide the total number of permit mailers and postage meter customers. Indicate in the space below the total number of Post Office box, general, and street delivery customers served by the office. Return all documents to CAROLYN KIRCE by 03/01/2011. This information will be entered into the official record for public viewing.

Post Office Box	<u>98</u>
General Delivery	<u>0</u>
Rural Route (RR)	<u>0</u>
Highway Contract Route (HCR)	<u>0</u>
Intermediate RR	<u>0</u>
Intermediate HCR	<u>0</u>
City Delivery	<u>0</u>
Total Customers	<u>98</u>

If you have any comments on alternate means of providing services to the ARGYLE customers, please provide them below:

Argyle residents receive street delivery service by the Defuniak Springs Post Office. Argyle Post Office Box customer's that are not currently receiving street delivery will have the option of receiving street delivery mail service by the Defuniak Springs Post Office or open a new post office box at any other post office location.

CAROLYN KIRCE  
Post Office Review Coordinator

Comments:

cc: Official Record



---

02/07/2011

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the ARGYLE Post Office, 32422 - 9998, located in Walton County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please enter your findings in the yellow blocks below. Once complete please click submit. You can print from above. Signatures are captured electronically.

Thank you for your assistance in this matter

CAROLYN KIRCE  
Post Office Review Coordinator  
NORTH FLORIDA PFC

NBR records of mail theft or vandalism: 45

Comments/Findings:

cc: Official Record

### Post Office Survey Sheet

Post Office Name	<u>ARGYLE</u>	ZIP+4	<u>32422-9998</u>
Congressional District	<u>FL-01</u>	Date	<u>04/12/2011</u>

1. List specific information about the facility, such as structural defects, safety hazards, lack of running water or restrooms (if so, where restrooms are available), security, and other deficiencies or factors to consider.

There are no security factors to consider at this facility, they have never encountered any issues with water, restrooms, etc.

2. Is the facility accessible to persons with disabilities? ☒ Yes ☐ No

3. Lease terms? 30-day cancellation clause? 5yr lease option effective 2/1/2007 through 1/31/2012 @ \$3,300; no 30-day cancellation clause

4. Are suitable alternate quarters available for an independent Post Office? If so, where?  
No!

5. List potential CPO sites.  
None

6. Are there any postage meter customers or permit mailers? ☐ Yes ☒ No  
If yes, please identify them by name and address.  
NO

7. Which career and noncareer employees will be affected and what accommodations will be made for them?  
There is a PMR that will be affected and will be reassigned to the needs of service.

8. How is mail received and dispatched at the office and at what times? How will this be affected by discontinuance? Will a collection box be retained? Will a locked pouch be utilized?

Mail is received by contract driver: the first drop off arrives at 06:00 AM AND the 2nd truck at 8:00 AM. The contractor picks up PM dispatches at 1545 and 1700. If services are discontinued the AM/PM contract would be eliminated. Argyle residents currently receive street delivery by a rural carrier out of the Defuniak Springs Post Office; mail delivery will be extended to Argyle PO Box customers that will be either going to Street delivery or opening a new PO Box at another location. The Rural Carrier will sale stamps supplies, money orders and collect mail.

How Post Office boxes are installed?	<u>216</u>
How Post Office boxes are used?	<u>98</u>
What are the window service hours?	<u>08:30 - 13:00 - 14:30 - 16:00 M-F</u>
	<u>08:30 - 11:00 S</u>
What are the lobby hours?	<u>24 hours M-F</u>
	<u>24 hours S</u>

9. Have there been recent cases of mail theft or vandalism reported to the postmaster/OIC? Explain.  
No

# Post Office Survey Sheet(continued)

Docket: 1353310 - 32422

Page Nbr: 15

Page Nbr: 2

10.	What equipment in the Post Office is not owned by the Postal Service (e.g., Post Office Boxes, furniture, safe)? <u>Small refrigerator and microwave</u>
11.	List potential CBU/parcel lockers sites and distances from present Post Office site. <u>None</u>
12.	Are there any special customer needs? (People who cannot read or write, who cannot drive, who have infirmities or physical handicaps, etc.) How can these people be accommodated? <u>The Postal Service will continue to focus on providing customers with excellent service. Customers who cannot drive, have infirmities or a physical handicap can purchase stamps or mail packages from the rural carrier that will be servicing mail delivery in the community.</u>
13.	<p>Rural delivery/HCR delivery.</p> <p>a. What is current evaluation? <u>K40</u></p> <p>b. Will this change result in the route being overburdened? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>If so, what accommodations will be made to adjust the route? _____</p> <p>c. How many boxes and miles will be added to the route? <u>22, box 0 Miles</u></p> <p>d. What would be the additional annual expense if the route is increased? <u>1350</u></p> <p>e. What is the one-time cost of CBU/parcel locker installation (id appropriate)? <u>0</u></p> <p>f. At what time of the day does the carrier begin delivery to the community? <u>10:30</u></p> <p>Will this delivery time be affected if the office is discontinued? (Y or N) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>If so, how? <u>0</u></p>
14.	<p>Are the Post Office box fees at the facility that will provide alternative service different from those at the office to be discontinued? If so, how (Cost)? <input checked="" type="checkbox"/> More <input type="checkbox"/> Same <input type="checkbox"/> Less</p> <p><u>Argyle box fee is group 5; size 1 cost is \$20 for 6 months. The administrative box fee is group 3; size 1 cost is \$30 for 6 months.</u></p>

## Community Survey Sheet

### Community Survey Sheet

Post Office Name	ARGYLE	ZIP+4	32422-9998
Congressional District	FL-01	Date	04/04/2011

1. Incorporated?

☐ Yes ☒ No

Local government provided by:

County Commissioner

Police protection provided by:

Walton County Police

Fire protection provided by:

Argyle Volunteer Fire Department

School location:

No schools in Argyle

2. What population growth is expected? (Please document your source)

The 2010 census has no documented information for Argyle, FL.

3. What residential, commercial, or business growth is expected? (Please document your source)

Per the Fire Chief: Information obtained from the growth management of Defuniak, an industrial park and 3 housing developments are in the plans and forth coming. Also, construction has been completed on 4-6 homes in Argyle and are occupied; street delivery is also provided by the Defuniak Springs Post Office.

History. (Are there any special historical events related to the community?)

Are there any special community events to consider?

4. Is the Post Office facility a state or national historic landmark (see ASM 515.23)?  
Check with the field real estate office when verification is needed.)

There was no historical information on record or mentioned at the two (2) community meetings. Argyle is a small rural community founded in the early 18900's. The Argyle Post Office is a vital part of the community. It is a part of their heritage, identity and who the people are. For the community it is not about the money or the number of retail transactions completed through the post office window but their long standing willingness and determination to remain connected to each other as a small, unique community.

5. What is the geographic/economic make-up of the community (e.g., retirees, commuters, self-employed, farmers)?

There are no major businesses in Argyle such as grocery stores, fast food chaines, restaurants, hotels, banks, and schools. There are 29 small business owners such as Mehlhorns Mini Mart, dollar Plus, Hogan Car Care, and Taylor A/C to name a few providing services to the community. Argyle has six (6) religious institutions and one (1) community center. The discontinuance would impose an extreme hardship on sixteen (16) widows living within 2 miles of the post office, fourteen (14) are elderly and four (4) disabled. The community is made up of doctors, lawyers, judges, educators, small business owners farmers, ranchers, wealthy, poor, and all others in betwee. Many of the residents are elderly. Argyle is diverse.

Which nonpostal services are provided by the Post Office (e.g., public bulletin board, school bus stop, community meeting location, voting place, government form distribution center.

6. Do employees of the office offer assistance to senior citizens and handicapped)?  
What provisions can be made for these services if the Post Office is discontinued?

Fill out money orders and address envelope; even the customer's that are not boxholder's they too come in to get there money orders filled out and envelopes addressed; here at Argyle they take care of the customer by not only providing postal services but additional services that help make the community complete. The clerks that work in Argyle believe in helping each and everyone of the customer to the fullest of their ability no matter what the service need may be. It is estimated that 17 box customers may have some physical handicap; a few customers are unable to read or write.

## Highway Contract Route Cost Analysis Form

### Highway Contract Route Estimated Cost for Alternative Service

Office Name: ARGYLE

Office Zip+4: 32422 -9998

District: NORTH FLORIDA PFC

1. Enter the number of additional boxes to be added to the route 0 x 3.64 hours per year 0.00

2. Enter the number of additional miles to be added to the route 0.00 x 10.40 hours per year 0.00

**Total time added to the route** 0.00

3. Enter the HCR hourly rate (Contact Area Manager, Purchasing/Contracting Officer) 0.00

**Total additional compensation (HCR hourly rate x total time added to the route)** 0.00



# Rural Route Cost Analysis Form

Docket: 1353310 - 32422

Item Nbr: 17

Page Nbr: 2

## Rural Route Carrier Estimated Cost for Alternative Replacement Service

Office Name: ARGYLE  
Office Zip+4: 32422 -9998 District: NORTH FLORIDA PFC

- |    |   |                 |                       |                 |
|----|---|-----------------|-----------------------|-----------------|
| 1. | Enter the number of additional boxes to be added to the rural route                               | <u>18</u>       |                       |                 |
| 2. | Enter the number of additional miles to be added to the route                                     | <u>0.00</u>     |                       |                 |
|    | Enter the volume factor   | <u>1.59</u>     |                       |                 |
|    | <b>Total (additional boxes x volume factor)</b>   |                 |                       | <u>28.62</u>    |
| 3. | Enter the number of additional boxes to be added to the rural route                               | <u>18</u>       |                       |                 |
|    | Centralized boxes   | <u>0.00</u>     | x 1.00 Min            | <u>0.00</u>     |
|    | Regular L route boxes   | <u>0.00</u>     | x 1.82 Min            | <u>0.00</u>     |
|    | Regular Non-L route boxes   | <u>18.00</u>    | x 2.00 Min            | <u>36.00</u>    |
|    | <b>Total additional box allowance</b>   |                 |                       | <u>36.00</u>    |
| 4. | Enter the number of additional daily miles to be added to the rural route                         | <u>0.00</u>     | x 12 Mileage Standard | <u>0.00</u>     |
|    | <b>Total additional minutes per week (miles carried to two decimal places)</b>                    |                 |                       | <u>64.62</u>    |
| 5. | Total additional annual minutes (additional minutes per week year)                                | <u>64.62</u>    | x 52 Weeks            | <u>3,360.24</u> |
| 6. | Total additional annual hours (additional annual minutes/ 60 minutes per hour)                    | <u>3,360.24</u> | / 60 Minutes          | <u>56.00</u>    |
| 7. | Enter the rural cost per hour (see national payroll summary report – rural carrier, consolidated) | <u>24.11</u>    |                       |                 |
|    | <b>Total Annual Cost (additional annual hours x rural cost per hour)</b>                          |                 |                       | <u>1,350.26</u> |
| 8. | Enter lock pouch allowance (if applicable)  |                 |                       | <u>0.00</u>     |
|    | <b>Total annual cost for alternate service (annual cost minus lock pouch allowance)</b>           |                 |                       | <u>1,350.26</u> |

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared  03/10/2011																																				
2. Post Office Name ARGYLE		3. State and ZIP + 4 Code FL, 32422-9998																																						
4. District, Customer Service NORTH FLORIDA PFC	5. Area, Customer Service SOUTHEAST	6. County Walton	7. Congressional District FL-01																																					
8. Reason for Proposal to Discontinue Retail transactions have declined at the Argyle Post Office by approximately 4% since fiscal year 2010, while revenue has also declined by approximately 4% for the same period. The Postal Service feels that regular and effective service will continue to be provided through rural route service. Plus the Defuniak Springs Post Office is located within 5 miles.		9. PO Emergency Suspend (Reason and Date) No Suspension		10. Proposed Permanent Alternate Service																																				
11. Staffing		12. Hours of Service																																						
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: retired Occupied 11/21/2009  b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input checked="" type="checkbox"/> Non-Career  c. Current PM POSITION Level (150)EAS-11 Downgraded from EAS-11  d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0 e. No of Others- 1 No of Career- 0 No of Non-Career- 1		a. Time M-F 08:30 - 13:00, 14:30 - 16:00 Sat 08:30 - 11:00 Total Window Hours Per Week  a. Lobby Time M-F 24 hours Sat 24 hours 32.50  13. Number of Customers Served <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>a. General Delivery</td><td>0</td></tr> <tr><td>b. P.O. Box</td><td>98</td></tr> <tr><td>c. City Delivery</td><td>0</td></tr> <tr><td>d. Rural Delivery</td><td>0</td></tr> <tr><td>e. Highway Contract Route Box</td><td>0</td></tr> <tr><td>f. Total</td><td>98</td></tr> <tr><td>g. No. Receiving Duplicate Service</td><td>0</td></tr> <tr><td>h. Average No. Daily Transactions</td><td>40.20</td></tr> </table>			a. General Delivery	0	b. P.O. Box	98	c. City Delivery	0	d. Rural Delivery	0	e. Highway Contract Route Box	0	f. Total	98	g. No. Receiving Duplicate Service	0	h. Average No. Daily Transactions	40.20																				
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16a. Quarters																																								
<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (if Leased, Expiration Date) 01/31/2014 Annual Lease \$ 4800  30-day cancellation clause? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by)  Located in: <input type="checkbox"/> Business <input type="checkbox"/> Home <input type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																																								
16b. Explain:																																								
17. Schools, Churches and Organization in Service Area: No: 8 Argyle Baptist; St. Johns AME; Macedonai Baptist; Pleasant Grove Presbyterian; New Deliverance Holy Pentacostal Church; Euchee Valley Presbyterian; Eucheeanna community Center; Florida Conference		19. Administrative/Emanating Office (Proposed): Name DEFUNIAK SPRNGS FL PO EAS Level 20 Miles Away 5.3 Window Service Hours: M-F 08:30 16:30 SAT 10:00 12:00 Lobby Hours: M-F 24 hour SAT 24 hour PO Boxes Available: 626																																						
18. Businesses in Service Area: No: 29 FI Forestry division, Mehlhorns Mini Mart, Concrete Manufacturing, gold Chicks, Perdue Farms, Taylor A/C, Days Service Station, Argyle Water System, Dental office, Argyle Fire Dept, Hogan's Car Care, Garden Companion, Bender Assoc, Game Addicts, Dollar Plus, Earl Matthews Nursery, Bartow's Utility Services, Transmission Repair, Murphy's Diesel repair, Tyndall Enterprises, Strickland's Tree, Lawrence & Son Excavating, Vereen's Farmer, Metal Salvage, Argyle Acres, Total Homes, Nowling Mechanical, Pre-Paid Legal, Several Logging Business		20. Nearest Post Office (if different from above): Name DEFUNIAK SPRNGS FL PO EAS Level 20 Miles Away 5.3 Window Service Hours: M-F 08:30 16:30 SAT 10:00 12:00 Lobby Hours: M-F 24 hours SAT 24 hours PO Boxes Available: 626																																						
21. Prepared by																																								
Printed Name and Title CAROLYN KIRCE		Signature CAROLYN KIRCE		Telephone No. AC () (904) 858-6624																																				
PO Discontinuance Coordinator Name CAROLYN KIRCE		Telephone No. AC () (904) 858-6624		Location JACKSONVILLE, FL																																				



**A. Office**

Name: ARGYLE State: FL Zip Code: 32422  
Area: SOUTHEAST District: NORTH FLORIDA PFC  
Congressional District: FL-01 County: Walton  
EAS Grade: 11 Finance Number: 110270  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 19. And the verification of new service type is complete.

Prepared by: Carolyn Kirce  
Title: NORTH FLORIDA PFC Post Office Review Coordinator  
Tele No: (904) 858-6624

Date: 04/13/2011  
Fax No: (904) 858-6632



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02/22/11

OIC/POSTMASTER

SUBJECT: ARGYLE Post Office

Enclosed are questionnaires addressed to customers of the ARGYLE Post Office. I have also enclosed additional copies of the questionnaires for any retail or other customer who wishes to complete one. Please furnish these questionnaires to retail customers upon request. All completed forms should be forwarded to my office by 03/10/11 for further review.

A handwritten signature in cursive script, appearing to read "Carolyn Kirce".

Carolyn Kirce  
Post Office Review Coordinator  
Enclosures



02/22/2011

Dear Postal Service Customer:

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way your postal service is provided. The recommended change is tentative and will not lead to a formal proposal unless we conclude that it will provide a maximum degree of regular and effective service.

The Postmaster at the ARGYLE Post Office retired on 11/21/2009. The Office is being studied for possible closing or consolidation for the following reasons: Retail transactions have declined at the Argyle Post Office by approximately 4% since fiscal year 2010, while revenue has also declined by approximately 4% for the same period. The Postal Service feels that regular and effective service will continue to be provided through rural route service. Plus the Defuniak Springs Post Office is located within 5 miles.

Briefly, we would like to provide pickup and delivery of your mail, as well as the sale of stamps and all other customary postal services, by rural route service emanating from the DEFUNIAK SPRNGS FL PO.

We estimate that carrier service would cost the Postal Service substantially less than maintaining the Post Office in your community and still provide regular and effective service. Enclosed is information about some of the services available from the carrier. Retail services are also available at the DEFUNIAK SPRNGS FL PO, located 5.3 miles away. Hours of service at this office are 08:30 16:30, Monday through Friday, and 10:00 12:00 on Saturday. Post Office box service is available at this location at increased fees.

I invite you to think about a possible change to rural route service. Please return the enclosed questionnaire by 03/08/2011 using the pre-addressed envelope provided or at the community meeting.

You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at the Defuniak Springs Civic Center on 03/08/2011 from 6:00 PM to 8:00 PM to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

If you have any questions, you may call Carolyn Kirce at (904) 858-6624.

Thank you for your assistance.

Sincerely,

TODD SMITH  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000

Enclosures:

Questionnaire and return envelope Summary of Post Office Change Regulations,  
Carrier delivery information CBU information sheet (when appropriate)



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ARGYLE Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- b. Resetting/using postage meter ☐ YES ☐ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☐ NO

If yes, please explain:





3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

☐ Better      ☐ Just as Good      ☐ No Opinion      ☐ Worse

If yes, please explain:

---

---

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- ☐ Shopping
- 
- ☐ Personal needs
- 
- ☐ Banking
- 
- ☐ Employment
- 
- ☐ Social needs
- 

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Date: \_\_\_\_\_

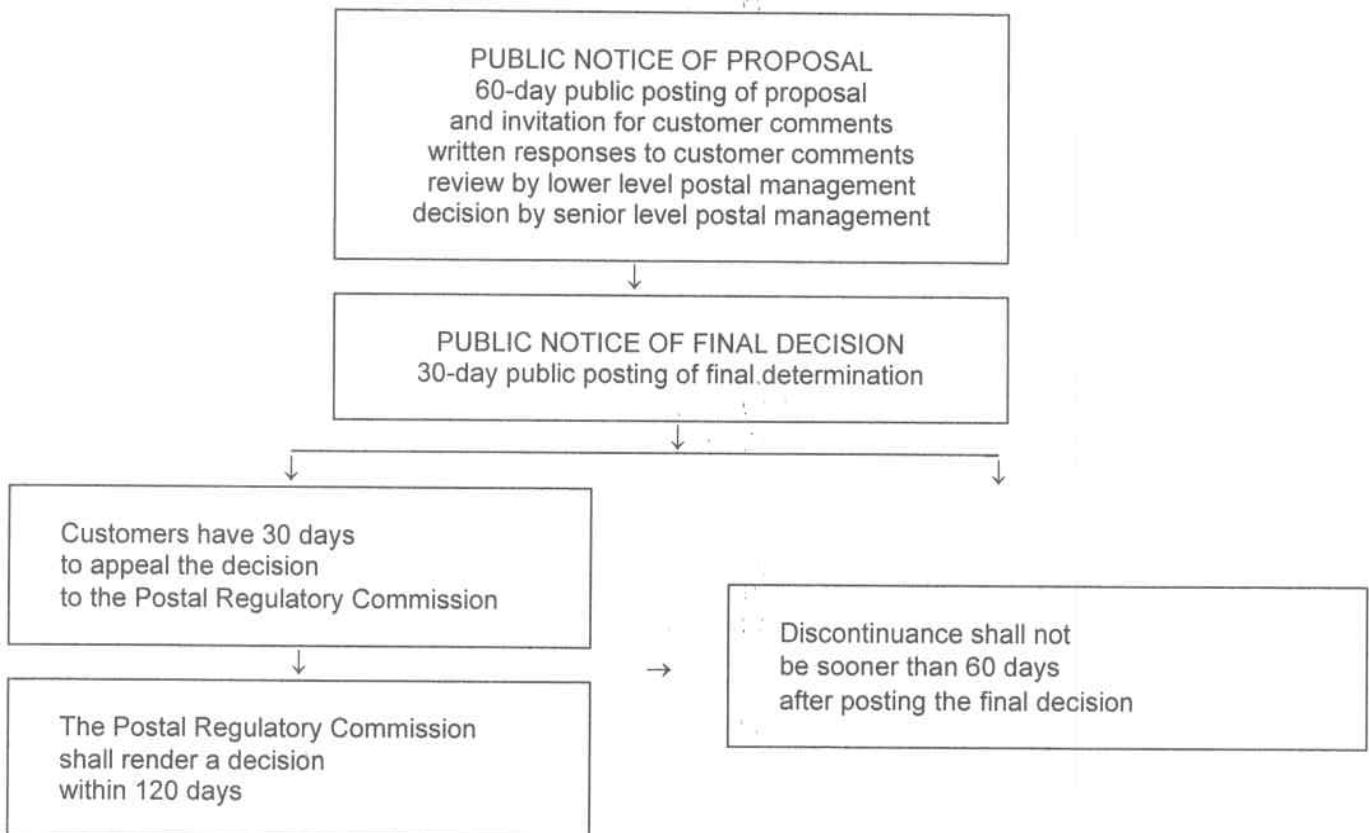
Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

## SUMMARY OF POST OFFICE CHANGE REGULATIONS

Certain regulations based on federal law apply when postal managers propose to replace a post office with an alternate form of postal service. These regulations are designed to ensure that the reasons for proposing such changes in postal service are fully disclosed at a stage when customers can make helpful contributions toward a final decision. The full text of the statutory regulations appears in Title 39, United States Code, Section 404(b), while the implementing regulations appear in Title 39, Code of Federal Regulations, Part 241.3.

An initial investigation and any subsequent formal proposal to discontinue a post office originate with postal field managers responsible for post offices in that area. The proposal must explain the services recommended as substitutes and the rationale that supports this recommendation. The written proposal is prominently posted for 60 days at affected post offices, along with an "Invitation for Comments," which formally invites customer comments. At the end of the 60-day comment period, additional review is made at lower and upper levels of postal management.

When a final decision is made at Postal Headquarters in Washington, DC, that decision is posted in affected post offices for 30 days, during which customers may appeal the decision to the Postal Regulatory Commission in Washington, DC. The Postal Regulatory Commission has 120 days to consider and decide an appeal. Even without an appeal, no post office may be closed sooner than 60 days after the public posting of the final decision.





## **POST OFFICE ON WHEELS SERVICES AVAILABLE FROM RURAL AND HIGHWAY CONTRACT ROUTE CARRIERS**

You can eliminate almost all trips to the Post Office, because doing business with the Postal Service is as close as your mailbox. The carrier can provide virtually all postal services to you, and most transactions do not require meeting the carrier at the mailbox. Some of the most frequently used services are:

### **MAILING PACKAGES**

Carriers will accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. The package **MUST** have a matching return address that is the same as the collection point. If postage has not been applied, estimate the amount of postage needed and leave the money in the mailbox. If insurance is desired, the value of the contents must be specified. The carrier will take the package to the Post Office, and it will be weighed to determine the appropriate rate. The package will be mailed that same day. The carrier will leave the customer's change and insurance receipt, if appropriate, in the mailbox on the next delivery day.

### **PURCHASING STAMPS BY MAIL**

The Stamps by Mail program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, *Stamp Purchase Order (Rural)*, available from the Post Office or the carrier. Commemorative stamps and stamp-collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the United States Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

### **PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the Post Office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

### **SPECIAL SERVICES**

Special services such as Certified, Registered, Express Mail, Delivery Confirmation, Signature Confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

### **HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the Post Office during their absence. Upon return, the customer asks the Post Office to resume delivery.



02/22/2011

Dear Postal Service Customer:

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way your postal service is provided. The recommended change is tentative and will not lead to a formal proposal unless we conclude that it will provide a maximum degree of regular and effective service.

The postmaster at the ARGYLE Post Office retired on 11/21/2009. A review of the business activities of the Post Office revealed that the office workload had declined. Our office review revealed an average 40.20 daily retail window transactions. This reduced workload suggests that the maintenance of an independent office at ARGYLE may not be warranted.

Briefly, we would like to provide pickup and delivery of your mail, as well as the sale of stamps and all other customary postal services, by Rural Route Service emanating from the DEFUNIAK SPRNGS FL PO.

We estimate that carrier service would cost the Postal Service substantially less than maintaining the Post Office in your community and still provide regular and effective service. Enclosed is information about some of the services available from the carrier. Retail services are also available at the DEFUNIAK SPRNGS FL PO, located 5.3 miles away. Hours of service at this office are 08:30 16:30, Monday through Friday, and 10:00 12:00 on Saturday. Post Office box service is available at this location at the same fees.

I invite you to think about a possible change to Rural Route Service. Please return the enclosed questionnaire by using the pre-addressed envelope provided or at the community meeting.

You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at the on from to . to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

If you have any questions, you may call Carolyn Kirce at (904) 858-6624.

Thank you for your assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "Todd Smith".

TODD SMITH  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000

Enclosures:

Questionnaire and return envelope Summary of Post Office Change Regulations,  
Carrier delivery information CBU information sheet (when appropriate),  
Summary of Post Office change regulations



04/08/2011

ADAM J. STEWART

PO BOX 42  
ARGYLE, FL 32422

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the special attention and assistance provided by the personnel at the Argyle Post Office. As with any service organization, quality customer service from professional, courteous, and friendly employees is vital. We are always concerned when a customer is not satisfied with the way we conduct a transaction or provide a service.
- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

ANNA C COGDELL

PO BOX 183  
ARGYLE, FL 32422

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

BLYTHE GOTTLEIB

PO BOX 31  
ARGYLE, FL 32422

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located \_\_\_8\_\_\_ miles away.
- You expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

BONITA BRYAN

PO BOX 23

ARGYLE, FL 32422

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000





04/08/2011

BOBBY DALE MARTIN

156 MACEDONIA CH RD  
DEFUNIAK SPRINGS, FL 32435

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about nonpostal services. Nonpostal services provided at the suspended Post Office will be available at the administrative Post Office. Government forms normally provided by the post office will also be available at the administrative Post Office or by contacting your local government agency.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

BRYANT D. CAMPBELL

PO BOX 14  
ARGYLE, FL 32422

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

CHARLES A DAY

PO BOX 116  
ARGYLE, FL 32422

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

CHIEF JONATHAN DAY

PO BOX 61  
ARGYLE, FL 32422

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- You expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.
- You expressed a concern about growth in the community. The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

CHIEF JONTHAN DAY

PO BOX 61  
ARGYLE, FL 32422

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

CLARENCE CAMPBELL

PO BOX 14  
ARGYLE, FL 32422

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

CLIFFORD H. DAVIS

955 OLD AIRPORT RD  
BASCOM, FL 32433

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

CONNIE MILLER

4581 US 90E

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000





04/08/2011

D ROBERTS

2608 HWY 183A  
PONCE DE LEON, FL 32455

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the special attention and assistance provided by the personnel at the Argyle Post Office. As with any service organization, quality customer service from professional, courteous, and friendly employees is vital. We are always concerned when a customer is not satisfied with the way we conduct a transaction or provide a service.
- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

DANNY AND CONNIE TAYLOR

PO BOX 86  
ARGYLE, FL 32422

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

DEBRA BASS

13796 HWY 81  
PONCE DE LEON, FL 32455

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

DIANNA GEAR

90 ROOSEVELT AVE  
DEFUNIAK SPRINGS, FL 32435

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the special attention and assistance provided by the personnell at the Argyle Post Office. As with any service organization, quality customer service from professional, courteous, and friendly employees is vital. We are always concerned when a customer is not satisfied with the way we conduct a transaction or provide a service.
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Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

EDITH K MEHLHORN

PO BOX 72  
ARGYLE, FL 32422

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

FRAWNY WELLBORN

PO BOX 21  
ARGYLE, FL 32422

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

HENRY SHERWOOD BASS

13796 HWY 81  
PONCE DE LEON, FL 32455

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

J MARTIN

PO BOX 52  
ARGYLE, FL 32422

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about nonpostal services. Nonpostal services provided at the suspended Post Office will be available at the administrative Post Office. Government forms normally provided by the post office will also be available at the administrative Post Office or by contacting your local government agency.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000





04/08/2011

JAMES E. BURNHAM

124 LEISURE LAKE RD  
32433

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about nonpostal services. Nonpostal services provided at the suspended Post Office will be available at the administrative Post Office. Government forms normally provided by the post office will also be available at the administrative Post Office or by contacting your local government agency.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

JAMIE TOLBERT

PO BOX 22  
ARGYLE, FL 32422

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

JANET TOWERY

3130 KINGS LAKE RD  
BASCOM, FL 32423

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the special attention and assistance provided by the personnel at the Argyle Post Office. As with any service organization, quality customer service from professional, courteous, and friendly employees is vital. We are always concerned when a customer is not satisfied with the way we conduct a transaction or provide a service.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

JESSICA NORRIS

PO BOX 143  
ARGYLE, FL 32422

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

JOHN DAY

PO BOX 10

ARGYLE, FL 32422

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

JONATHAN DAY

116 MACEDONIA CHURCH RD  
, 32435

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

JUDITH D. TEMBY

26 BRADLEY DR  
DEFUNIAK SPRINGS, FL 32435

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

JULIE ANN WALKER

634 E. BURDICK AVE  
, 32433

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000





04/08/2011

KATHRYN HOBBS

POO BOX 3  
ARGYLE, FL 32422

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

KEVIN GRIGGS

179 ARGYLE RAILROAD AVE  
, 32435

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

L.D. RAHEY

PO BOX 99  
ARGYLE, FL 32422

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

LORAIN GRIGGS

PO BOX 72  
ARGYLE, FL 32422

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the special attention and assistance provided by the personnel at the Argyle Post Office. As with any service organization, quality customer service from professional, courteous, and friendly employees is vital. We are always concerned when a customer is not satisfied with the way we conduct a transaction or provide a service.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

MACE E. CAMPBELL

PO BOX 14  
ARGYLE, FL 32422

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

MERLIN & DARLENE KNEPP

1714 VALEE ROAD  
PONCE DE LEON, FL 32455

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

MS. ROSETTA P. DAY

41 COUNTY HWY 10A SOUTH  
, 32434

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located \_\_8\_\_ miles away.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

NANCY BRADLEY

PO BOX 16  
ARGYLE, FL 32422

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000





04/08/2011

NO NAME

ARGYLE, FL 32422

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

NOLA MCMILLAN

28 BRADLEY DR  
DEFUNIAK SPRINGS, FL 32435

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

OLETTA RAY

731 CO. HWY 192  
, 32433

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the special attention and assistance provided by the personnel at the Argyle Post Office. As with any service organization, quality customer service from professional, courteous, and friendly employees is vital. We are always concerned when a customer is not satisfied with the way we conduct a transaction or provide a service.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

POSTAL CUSTOMER

PO BOX 30  
ARGYLE, FL 32422

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

ROOSEVELT HOPKINS

PO BOX 39  
ARGYLE, FL 32422

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

SARAH E MOSLEY

PO BOX 96

ARGYLE, FL 32422

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

ST JOHN AME CHURCH

PO BOX 165

ARGYLE, FL 32422

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

UTAZER B UNDERWOOD

PO BOX 25

ARGYLE, FL 32422

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000





04/08/2011

WANDA EDWARDS

PO BOX 49  
ARGYLE, FL 32422

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about nonpostal services. Nonpostal services provided at the suspended Post Office will be available at the administrative Post Office. Government forms normally provided by the post office will also be available at the administrative Post Office or by contacting your local government agency.
- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000



04/08/2011

WILLIAM A STEADLEY-CAMPBELL

PO BOX 68  
ARGYLE, FL 32422

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ARGYLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

If it is determined that a discontinuance of the ARGYLE Post Office should be pursued, a formal proposal will be posted in the ARGYLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Carolyn Kirce at (904) 858-6624.

Sincerely,

Todd Smith  
Manager, Post Office Operations  
1300 Riverplace Blvd Ste 800  
Jacksonville, FL, 32207-0000

MANAGER, CONSUMER AFFAIRS & CLAIMS  
NORTH FLORIDA DISTRICT



April 14, 2011

Rosetta P. Day  
41 County Highway 10A South  
Defuniak Springs, FL 32435-3055

Dear Ms. Day:

This serves as acknowledgement of your recent correspondence to Todd Smith, Manager Post Office Operations, regarding the Argyle Post Office.

Thank you for sharing your comments with us. I realize the importance of our presence in your community and the relationship that the local Post Office plays in the life of many small and rural communities.

As you are aware, the U.S. Postal Service is a self-supporting agency that funds its operations from the revenue generated by the sales of our products and services – not taxpayer subsidies received through the Congressional appropriations process. Like so many businesses today, the Postal Service is experiencing significant financial challenges related to declining mail volumes and revenue. The severe and sustained contraction in the general economy significantly reduced mail volume. In addition, the steady growth of electronic alternatives such as electronic fund transfers and email has added to the reduction in mail volume. We estimate a 36 billion piece decline over the past three years.

In the face of such difficulties, the Postal Service is reviewing all aspects of our operations to mitigate the impact. Failure to do so would be irresponsible and threaten our ability to accomplish our mission of providing universal service to the nation at affordable prices.

As information, a study of discontinuance entails the collection of extensive information. In addition, customer input is solicited via questionnaires, meetings and other methods to ensure that all issues are fully explored before any final decision is made. All final decisions are subject to review by the independent Postal Regulatory Commission, and the discontinuance procedures contained in Title 39, United States Code, are exercised before an independent Post Office can be permanently closed.

Ms. Day, please be assured your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

Sincerely,

A handwritten signature in cursive script, appearing to read "Lindy Green".  
Lindy Green

POST OFFICE BOX 40005  
JACKSONVILLE, FL 32203-0005  
904/858-6520  
FAX: 904/858-6600

## Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the ARGYLE Post Office on 02/22/2011. Additionally, during the survey period, questionnaires were available at the ARGYLE Post Office to walk-in retail customers.

### 1. Number of Questionnaires

Total questionnaires distributed	125
Favorable to proposal	1
Unfavorable to proposal	23
Expressing no opinion	22
Total questionnaires received	46

### Postal Concerns

The following postal concerns were expressed

1. **Concern (No Opinion):**  
Customer expressed a concern about nonpostal services  
**Response:**  
You expressed a concern about nonpostal services. Nonpostal services provided at the suspended Post Office will be available at the administrative Post Office. Government forms normally provided by the post office will also be available at the administrative Post Office or by contacting your local government agency.
2. **Concern (No Opinion):**  
Customers felt the post office should remain open since they paid taxes  
**Response:**  
You expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.
3. **Concern (No Opinion):**  
Customers said they would miss the special attention and assistance provided by the personnel at the Argyle Post Office  
**Response:**  
You expressed a concern about the special attention and assistance provided by the personnel at the Argyle Post Office. As with any service organization, quality customer service from professional, courteous, and friendly employees is vital. We are always concerned when a customer is not satisfied with the way we conduct a transaction or provide a service.
4. **Concern (No Opinion):**  
Customers were concerned about having to travel to another post office for service  
**Response:**  
You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
5. **Concern (No Opinion):**  
Customers were concerned about senior citizens  
**Response:**  
You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to . Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
6. **Concern (No Opinion):**  
No Concern  
**Response:**
7. **Concern (UnFavorable):**  
Customer expressed a concern about irregular hours that the rural route serves the community  
**Response:**  
You expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located \_\_8\_\_ miles away.
8. **Concern (UnFavorable):**  
Customer expressed a concern about irregular hours that the rural route serves the community  
**Response:**  
You expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located \_\_8\_\_ miles away.
9. **Concern (UnFavorable):**  
Customer expressed a concern about nonpostal services  
**Response:**  
You expressed a concern about nonpostal services. Nonpostal services provided at the suspended Post Office will be available at the administrative Post Office. Government forms normally provided by the post office will also be available at the administrative Post Office or by contacting your local government agency.
10. **Concern (UnFavorable):**  
Customers expressed concern for loss of community identity  
**Response:**

You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

**11. Concern (UnFavorable):**

**Customers felt the loss of a post office would have a detrimental effect on the business community**

**Response:**

You expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

**12. Concern (UnFavorable):**

**Customers inquired about mailbox installation and maintenance**

**Response:**

You expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.

**13. Concern (UnFavorable):**

**Customers said they would miss the special attention and assistance provided by the personnel at the Argyle Post Office**

**Response:**

You expressed a concern about the special attention and assistance provided by the personnel at the Argyle Post Office. As with any service organization, quality customer service from professional, courteous, and friendly employees is vital. We are always concerned when a customer is not satisfied with the way we conduct a transaction or provide a service.

**14. Concern (UnFavorable):**

**Customers said they would miss the special attention and assistance provided by the personnel at the Argyle Post Office.**

**Response:**

You expressed a concern about the special attention and assistance provided by the personnel at the Argyle Post Office. As with any service organization, quality customer service from professional, courteous, and friendly employees is vital. We are always concerned when a customer is not satisfied with the way we conduct a transaction or provide a service.

**15. Concern (UnFavorable):**

**Customers were concerned about growth in the community**

**Response:**

You expressed a concern about growth in the community. The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

**16. Concern (UnFavorable):**

**Customers were concerned about having to travel to another post office for service**

**Response:**

You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

**17. Concern (UnFavorable):**

**Customers were concerned about mail security**

**Response:**

You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

**18. Concern (UnFavorable):**

**Customers were concerned about senior citizens**

**Response:**

You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to . Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

**19. Concern (UnFavorable):**

**You were concerned about having to travel to another post office for service**

**Response:**

You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

**Nonpostal Concerns**

The following nonpostal concerns were expressed

### Community Meeting Roster

Postal Service Representative (Names and Titles):

Brandi Robert, OIC

Todd Smith, POOM

Kelly Lanning, PM Defuniak Springs

Carolyn Kirce, Post Office Review Coordinator

Date: 03/08/2011

Time 6:00 PM

Total Number of Customers Present:

26

Place: Defuniak Springs Civic Center

This document may become a part of the official record that will be available for public viewing.

**Names of Customers Present:**

[illegible]

### Community Meeting Roster

Postal Service Representative (Names and Titles):

Brandi Roberts OIC  
Kelly Lanning  
Bob Smith  
Carolyn Kirce

Date: 03/08/2011

Time: 6:00 PM

Total Number of Customers Present: \_\_\_\_\_

Place: Defuniak Springs Civic Center

This document may become a part of the official record that will be available for public viewing.

#### Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
<u>Blithe Holtzcliff</u>	<u>P.O. Box 31</u> <u>Argyle, FL 32422</u>	<u>32422</u>	<u>850-892-6564</u>
<u>Chris Aydele</u>	<u>Box 1831</u> <u>Argyle, FL 324</u>	<u>32422</u>	<u>850-892-2602</u>
<u>Mace E. Campbell</u>	<u>Box 14</u> <u>Argyle, FL</u>	<u>32422</u>	<u>850-892-2956</u>
<u>Allen Brown</u>	<u>Box 50</u> <u>Argyle</u>	<u>32422</u>	<u>850-836-5226</u>
<u>Doloris Brown</u>	<u>Box 30</u>	<u>32422</u>	<u>850-836-5226</u>
<u>Jimmy Jones</u>	<u>P.O. Box 45 Argyle</u>	<u>32422</u>	<u>850-892-6754</u>
<u>Kenny Roberts</u>		<u>32425</u>	<u>850-766-0122</u>
<u>Shanda L. Edwards</u>	<u>P.O. Box 49 Argyle</u> <u>FL</u>	<u>32422</u>	<u>850-951-8204</u>
<u>Jamie Remington</u>	<u>P.O. Box 93 Argyle</u> <u>FL</u>	<u>32422</u>	<u>850-520-4488</u>
<u>Sabrina Mehlhorn</u>	<u>P.O. Box 93 Argyle</u>	<u>32422</u>	<u>850-520-4488</u>
<u>Argyle Fire District</u>	<u>P.O. Box 61 Argyle</u>	<u>32422</u>	<u>850-892-4702</u>
<u>Jonathan Day</u>	<u>P.O. Box 152 Argyle</u>	<u>32422</u>	<u>850-305-2026</u>
<u>Charlie Dwy</u>	<u>P.O. Box 116 Argyle</u>	<u>32422</u>	<u>850-892-5765</u>
<u>Wilma Flowers</u>	<u>Box 164 Argyle</u>	<u>32422</u>	<u>850-951-0987</u>
<u>Jessie Nelson</u>	<u>Box 44 Argyle</u>	<u>32422</u>	<u>850-635-1341</u>
<u>Sarah Mosley</u>	<u>Box 96 Argyle</u>	<u>32422</u>	<u>850-892-0643</u>
<u>Sik Mosley</u>	<u>Box 96 Argyle</u>	<u>32422</u>	<u>850-892-0643</u>
<u>Tommy Yartz</u>	<u>Box 61</u> <u>"</u>	<u>32422</u>	<u>852-333-0804</u>
<u>Michael Merzullo</u>	<u>P.O. Box 13</u>	<u>32422</u>	<u>892-7203</u>







March 14, 2011

POSTAL CUSTOMER

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way postal services are provided. Our tentative plans will only lead to a formal proposal if we are satisfied that a maximum degree of regular and effective service can be provided.

The postmaster at the Argyle Post Office retired on 11/12/2009. A review of the business activities of the Post Office revealed that the office workload has declined. Our office review revealed an average 40.20 daily retail window transactions. This reduced workload suggests that the maintenance of an independent office at Argyle may not be warranted.

If you would like an opportunity to discuss alternatives with us, a postal representative will be at Defuniak Springs Civic Center on 3/30/2011 from 6:30 PM to 8:30 PM to answer questions and provide information about our services.

If you have any questions, you may contact Carolyn Kirce at (904) 858-6624.

Thank you for your assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "Todd Smith".

Todd Smith  
Manager, Post Office Operations



### Argyle Community Meeting Roster

Postal Service Representatives (Names and Titles):

Date: 03/30/2011

Kelly Lanning, Postmaster  
 Carolyn Kuce, CSA  
 Brandi Roberts, OIC  
 Maelena Hopkins, Retail Specialist

Time: 6:30 PM

Total Number of Customers Present: 41 Place: Defuniak Springs Civic Center

This document may become a part of the official record that will be available for public viewing.

#### Names of Customers Present:

Name	Mailing Address (optional)	ZIP Code	Phone Number
Kelly Lanning			
Rose DAY	41 Co Hwy 10A S Defuniak Springs	32435	892-3692
Charlie Day	P.O. Box 1108 Argyle	32422	892-5765
ANNA Cogdell	P.O. Box 183 Argyle, FL	32422	892-2602
Thomas Jordan	P.O. Box 82 Argyle FL	32422	
ALFRED L. CAMPBELL	20001 N.W. 66th Place - Miami	33015	305-625-9108
John Day	284 Co Hwy 10A S	32432	850-842-3935
Blythe D. Hottelink	P.O. Box 31 - Argyle, FL	32422	850-892-6564
Benny Roberts		32425	850-657-6776
Jabrina mehlhorn	P.O. Box 93 Argyle	32422	850-520-4488
Kenneth Mitchell	P.O. B. 41 32422	32422	850-836-4911
Donald c MITCHELL	P.O. Box 41 Argyle	32422	850-836-4911
Larry Rafferty	P.O. Box 99 Argyle	32422	850-892-0463
Jimmy Yates	P.O. Box 811 D.F.S.	32435	331-0880
Jonathan Day	P.O. Box 61 Argyle 32422	32422	892-4702
Argyle Co Fire Dep	P.O. Box 102 Argyle	32422	892-4703
Timmy Cates	1608 Klemmy Rd D.F.S.	32433	305-2066
Louie Flowers	Box 164, Argyle	32422	951-0987
Wilma Flowers	Box 164 Argyle	32422	951-0987
Patsy Rostel	70 LAWRENCE LANE	32435	865-1083
Sarah M. Mosley	P.O. Box 96	32422	892-0643
Rose Jones	P.O. Box 57	32422	892-6754
Jimmy Jones	P.O. Box 45	32422	419-3984



### Argyle Community Meeting Roster

Postal Service Representatives (Names and Titles):

Date: 03/30/2011

Time: 6:30 PM

Total Number of Customers Present: \_\_\_\_\_ Place: Defuniak Springs Civic Center

This document may become a part of the official record that will be available for public viewing.

#### Names of Customers Present:

Name	Mailing Address (optional)	ZIP Code	Phone Number
<i>Deborah Brown</i>	<i>P.O. Box 96</i>	<i>32422</i>	<i>892-0643</i>
<i>Deborah Brown</i>	<i>PO Box 30</i>	<i>32422</i>	<i>836-5226</i>
<i>Allen Brown</i>	<i>PO Box 30</i>	<i>32422</i>	<i>836-5226</i>
<i>Oletha Ray</i>	<i>P.O. Box 1622 DTS</i>	<i>32435</i>	<i>859-2327</i>
<i>Theresa Turner</i>	<i>P.O. Box 44</i>	<i>32422</i>	<i>892-7313</i>
<i>Rose Jones</i>	<i>P.O. Box 57</i>	<i>32422</i>	<i>892-6754</i>
<i>Jimmy Jones</i>	<i>P.O. Box 45</i>	<i>32422</i>	<i>419-3984</i>
<i>John Keegan</i>	<i>Defuniak Springs, FL</i>	<i>32435</i>	<i>892-1250</i>
<i>Adin J. Stewart</i>	<i>P.O. Box 42 Argyle, FL</i>	<i>32422</i>	<i>850-401-4478</i>
<i>Lorena Briggs</i>	<i>Box 72 Argyle, FL</i>	<i>32422</i>	<i>850-892-7822</i>
<i>Kathleen Healey</i>	<i>P.O. Box 3 Argyle</i>	<i>FL 32422</i>	<i>850-892-9553</i>
<i>Alice Jordan</i>	<i>P.O. Box 52</i>	<i>32422</i>	
<i>Jaguar J. Martin</i>	<i>PO Box 58</i>	<i>32422</i>	
<i>Suzanne Green</i>	<i>P.O. Box 609 DTS</i>	<i>32435</i>	<i>892-7213</i>
<i>Edna Marzulli</i>	<i>POB B13 Argyle</i>	<i>32422</i>	<i>892-7203</i>
<i>Michael Marzulli</i>	<i>POB 13 Argyle</i>	<i>32422</i>	<i>" " "</i>
<i>Master Jan</i>			
<i>Ann Lee</i>	<i>PO Box 16 Argyle</i>	<i>32422</i>	<i>89-5765</i>
<i>Clarence Campbell</i>	<i>P.O. Box 14, Argyle, FL</i>	<i>32422</i>	<i>892-3954</i>
<i>Mike Humpal</i>	<i>Nathan C. H.</i>		

## Postal Service Customer Community Meeting Analysis

(categorize customer concerns as postal or nonpostal and provide the Postal Service response for each.)

### Postal Concerns

1. **Concern (Favorable):**  
Customers were concerned about senior citizens  
**Response:**  
You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
2. **Concern (Favorable):**  
Customers expressed concern for loss of community identity  
**Response:**  
You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
3. **Concern (Favorable):**  
Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail  
**Response:**  
You expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
4. **Concern (UnFavorable):**  
Customer expressed a concern about irregular hours that the rural route serves the community  
**Response:**  
You expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located \_\_\_\_5.3\_\_ miles away.
5. **Concern (UnFavorable):**  
Customers expressed concern that postal employees at the adminoffice Post Office are rude  
**Response:**  
You expressed a concern that postal employees at the administrative Post Office are rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, post office operations.
6. **Concern (UnFavorable):**  
Customers questioned the economic savings of the proposed discontinuance  
**Response:**  
You questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
7. **Concern (UnFavorable):**  
You were concerned about having to travel to another post office for service  
**Response:**  
You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
8. **Concern (UnFavorable):**  
Customers were concerned about mail security

**Response:**

You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

9. **Concern (UnFavorable):**  
Customer expressed a concern about leaving money in the mailbox

**Response:**

You also expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

10. **Concern (UnFavorable):**  
Customers expressed concern about misdelivered mail

**Response:**

You expressed a concern about misdelivered mail. The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action.

11. **Concern (UnFavorable):**  
Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages

**Response:**

You expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

12. **Concern (UnFavorable):**  
Customer expressed a concern about their 911 address

**Response:**

You expressed a concern about your 911 address. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.

13. **Concern (UnFavorable):**  
Customers asked why their post office was being discontinued while others were retained

**Response:**

You asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

14. **Concern (UnFavorable):**  
Customers expressed concern over the dependability of rural route service

**Response:**

You expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.

15. **Concern (UnFavorable):**  
Customers felt the loss of a post office would have a detrimental effect on the business community

**Response:**

You expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

16. **Concern (UnFavorable):**  
Customers expressed concern for loss of community identity

**Response:**

You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

17. **Concern (UnFavorable):**  
Customers wanted to know why the customer lines were so long at the adminoffice Post Office

**Response:**

You expressed a concern about the waiting time at the administrative Post Office. The administrative Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the administrative postmaster so can monitor window operations and ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the post office for service.

18. **Concern (UnFavorable):**  
**Customers were concerned about later delivery of mail**

**Response:**

You expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

19. **Concern (UnFavorable):**  
**Customers were concerned about obtaining accountable mail and large parcels**

**Response:**

You expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

20. **Concern (UnFavorable):**  
**Customer expressed a concern about package delivery and pickup**

**Response:**

You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/2 mile off of the line of travel, at a designated place, such as on your porch or under a carport.

21. **Concern (UnFavorable):**  
**Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community**

**Response:**

You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

**Nonpostal Concerns**



THE DeFUNIAK SPRINGS HERALD BREEZE, THURSDAY, MARCH 17, 2011

# Postal Service reps, community discuss possible Argyle post office

By REID TUCKER

A packed house of concerned Argyle residents attended a special public meeting to have their voices heard in opposition to the possible shutdown of their community's post office.

A panel made up of regional and local representatives of the U.S. Postal Service hosted a two-hour town-hall style meeting on Tuesday, March 8, at the DeFuniak Springs Community Center. The purpose of the meeting was to get public input for a study that could ultimately influence postal service headquarters' decision to either keep the Argyle post office open or close it. To that end, Post Office Operations Manager Todd Williams, who oversees the day-to-day workings of post offices from Pensacola to Jacksonville in the North Florida District, asked those in the crowd to tell the panel what the Argyle post office means to their community and to discuss the effects of closing it and the advantages of keeping it in operation.

Post Office Review Coordinator Carolyn Kirce, who kept the notes used to create the official record to be submitted to her Postal Service superiors, said the purpose of the night's meeting was not to debate but rather to compile a list of concerns as part of the first phase of the study. In addition to comments made at the meeting, the study will include details gleaned from a Postal Service questionnaire distributed to Argyle boxholders. Before opening the floor to the public, Williams reassured those in attendance that no decision would be made at the conclusion of the meeting and that the results of the study and the of

an overnight process."

The first question asked of the panel was for an explanation of the reasoning behind the proposed closure of the Argyle post office, which Smith explained came down to an overall lack of work to be done. Smith said the Argyle post office branch averages only 1.8 hours of work, which includes retail transactions, boxing mail and customer assistance, per eight-hour day, a fact he said was "a problem." In fact, only 93 of the 240 mail boxes at the Argyle post office are rented out at this time. For comparison, the DeFuniak Springs post office, where the customer accounts of the Argyle branch would be transferred if it closes, handles approximately 120 hours of work per week, with 24-33 hours per day coming from clerks alone and a combined 16 hours per day between the postmaster and supervisor.

Smith said 10 other surveys similar to the one concerning Argyle are underway throughout the North Florida District, which is a reflection of the fact that the Postal Service has lost 27 billion pieces of mail as an organization since 2009, with more than 11 billion losses expected this year. With business down across the country, local post offices in Mossy Head and Red Bay were both closed within the last two years, and those customers have been absorbed into the DeFuniak Springs and Argyle branches, respectively. Even the influx of the Mossy Head P.O. boxes accounts for only 15 minutes of the post office's total daily workload.

Overall lack of mail security and the inconvenience



*NORTH FLORIDA DISTRICT POST OFFICE Operations specialist Marlena Hopkins, DeFuniak Springs Postmaster Kelly made up a panel of U.S. Postal Service representatives who are about a possible closure of the community's post office. (Photo by Reid Tucker)*

and regular mail alike were liable to be stolen or damaged if left by the road. Furthermore, because she is unable to drive for long distances, she would have to depend on others to get her mail should it be sent to DeFuniak Springs.

"I don't feel comfortable with a rural box," Nelson said. "I've had the same P.O. box for 23 years and I feel very comfortable with my mail going there. I don't want the hassle of having to come all the way into town because I don't drive that much. I could drive there but I could not drive back home."

Another Argyle resident, Blythe Gottlieb, said she personally knows of 10 elderly people in the community who depend on the personal assistance they get from workers at their local post office in order to send and receive mail. Gottlieb said these seniors would have great difficulty main-

if hardship delivery criteria are met. Furthermore, Marlena Hopkins, a retail specialist in Smith's North Florida District and herself a former rural carrier, said today's rural carriers act as "post offices on wheels," and are more than willing to give people personal attention just like a post office clerk would.

"I'm not taking anything away from rural carriers, but I still think this population will suffer," Gottlieb said. "I don't think [rural carriers] have the time to mail a package, seal a package, fill out an address or various clerical things. I think, in spite of your best efforts, they will suffer...I know times are hard right now, but I think closing [the Argyle post office] prematurely would be a mistake."

Other recommendations as to ways the Postal Service could improve the situation on the ground included installing a cluster

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"The approval is not made at our level, it's made at the headquarters level and nothing is being decided tonight," Williams said. "This is only a study at this phase. It takes time. It's not

an overnight process."

The first question asked of the panel was for an explanation of the reasoning behind the proposed closure of the Argyle post office, which Smith explained came down to an overall lack of work to be done. Smith said the Argyle post office branch averages only 1.8 hours of work, which includes retail transactions, boxing mail and customer assistance, per eight-hour day, a fact he said was "a problem." In fact, only 93 of the 240 mail boxes at the Argyle post office are rented out at this time. For comparison, the DeFuniak Springs post office, where the customer accounts of the Argyle branch would be transferred if it closes, handles approximately 120 hours of work per week, with 24-33 hours per day coming from clerks alone and a combined 16 hours per day between the postmaster and supervisor.

Smith said 10 other surveys similar to the one concerning Argyle are underway throughout the North Florida District, which is a reflection of the fact that the Postal Service has lost 27 billion pieces of mail as an organization since 2009, with more than 11 billion losses expected this year. With business down across the country, local post offices in Mossy Head and Red Bay were both closed within the last two years, and those customers have been absorbed into the DeFuniak Springs and Argyle branches, respectively. Even the influx of the Mossy Head P.O. boxes accounts for only 15 minutes of the post office's total daily workload.

Overall lack of mail security and the inconvenience (and increased cost) of traveling to DeFuniak Springs to collect their mail was the primary concern of Argyle residents. Teresa Nelson, a longtime customer of the Argyle postal branch, said her rural box is far enough away from her home that large packages such as the medical supplies she receives every three months



*NORTH FLORIDA DISTRICT POST OFFICE Operational Specialist Marlena Hopkins, DeFuniak Springs Postmaster Kelly Lanning made up a panel of U.S. Postal Service representatives who discussed about a possible closure of the community's post office. (Photo by Reid Tucker)*

and regular mail alike were liable to be stolen or damaged if left by the road. Furthermore, because she is unable to drive for long distances, she would have to depend on others to get her mail should it be sent to DeFuniak Springs.

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Another Argyle resident, Blythe Gottlieb, said she personally knows of 10 elderly people in the community who depend on the personal assistance they get from workers at their local post office in order to send and receive mail. Gottlieb said these seniors would have great difficulty maintaining a rural box, have no means of getting to the DeFuniak Springs post office or would not be able to wait long in line, something they almost never have to do at the Argyle branch.

DeFuniak Springs Postmaster Kelly Lanning said mail and parcels can be delivered to a customer's door rather than to a rural box

if hardship delivery criteria are met. Furthermore, Marlena Hopkins, a retail specialist in Smith's North Florida District and herself a former rural carrier, said today's rural carriers act as "post offices on wheels" and are more than willing to give people personal attention just like a post office clerk would.

"I'm not taking anything away from rural carriers, but I still think this population will suffer," Gottlieb said. "I don't think [rural carriers] have the time to mail a package, seal a package, fill out an address on various clerical things. I think, in spite of your best efforts, they will suffer... know times are hard right now, but I think closing [the Argyle post office] prematurely would be a mistake."

Other recommendations as to ways the Postal Service could improve the situation on the ground included installing a cluster mailbox (a "neighborhood delivery collection box unit" in Postal Service parlance) and greater reliance on e-mail. However, Smith said it is primarily e-mail that has put the Postal Service in the dire straits it is in today. Along with a generally slow economic outlook due to the financial crisis, the Service lost \$7.5 billion in revenue



# Community members post office closure



POST OFFICE Operations Manager Todd Smith, North Florida District Retail Specialist Kelly Lanning and Post Office Review Coordinator Carolyn Kirce service representatives who answered questions and took comments from Argyle residents community's post office. (Photo by Reid Tucker)

hardship delivery criteria are met. Furthermore, Marlana Hopkins, a retail specialist in Smith's North Florida District and herself a former rural carrier, said today's rural carriers act as "post offices on wheels," and are more than willing to give people personal attention just like a post office clerk would.

"I'm not taking anything away from rural carriers, but I still think this population will suffer," Gottlieb said. "I don't think [rural carriers] have the time to mail a package, seal a package, fill out an address or various clerical things. I think, in spite of your best efforts, they will suffer...I know times are hard right now but I think closing [the Argyle post office] prematurely would be a mistake."

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last year alone and is down to 532,000 employees compared to more than a million 12 years ago.

As the meeting drew to a close, Smith said the decision to close or continue operating the Argyle post office will ultimately be based on the amount of work being done at the site and not specifically on how much money it costs to keep it running versus how much it could save to close it.

"People do so many things online today that in the past they had to use the post office for," Smith said. "They pay their bills over e-mail, they communicate over e-mail, they even vote over e-mail. Not too many people write letters anymore."

However, one person in the crowd who most certainly

remembers writing letters on a regular basis was 95-year-old Mace Campbell, who said he had rented a P.O. box in Argyle since the '30s. Campbell had the last comment of the evening before the meeting was closed.

"I've had a post office box in Argyle since 1939 which was, I imagine, before most everyone here was born," he said. "Today I can drive to the post office but if it's done away with I couldn't drive the long distance."

A second meeting allowing the public to comment on the findings of the study will be announced within the next 30 days. After the official record is compiled it will be posted at the Argyle post office for review until the second meeting convenes.

e placed in  
e county, or

Please search around and share  
your pennies for caring.

Dear Madam or Sir.

I feel there is a great need for the Argyle Post Office. We get great customer service unlike the Post Office in Defuniak Springs. It would devastate our local community. After going to the meeting last night that we only had three days to find out about. I found out a lot more about our own community there is a lot of people that walk, ride there bike to the post office. Mace Campbell is ninety five years old and drives to the post office if this post office is closed he will not be able to drive to the Defuniak Springs post office nor will he be able to stand in line for a long period of time. He is not the only one that is going to be affected by the close of the post office in Argyle there is others just like him. We have 10 widows that live in the immediate area some of which are elderly they need a safe place to go that is light and is in a public place a rural mail carrier cannot provide this service there is no way that they can make a mail box on the side of the road safe from being vandalized, robbed, or light. From hearing what some were saying in the meeting last night there was some that get medication through the mail and the do not have to sign for it and some medication that goes to a girl in the community that is on a feeding tube had hear medicine stole and the post office could not help hear nor could her doctor because no one could prove that it was stole. Since that time they switched to the local Argyle Post Office and have not had another problem with their mail. We were told last night that the rural mail carrier would not cost any more money or time if the ninety people here that belong to the Argyle Post office would all get a mail box. I find that hard to believe because they would have ninety more stops ninety more people of sorted mail most of which may have special needs that they will have to go up to their door some of which have dogs for protection that the mail carrier will not go to their door. These people will be forced to go to Defuniak springs for their packages as far as I know there is no organization that will take you to the post office to pick up your mail. The Postal Service is looking for a reason to shut the Argyle post office down why not look at why the Postal Service put one here. My opinion on that is so it would make it convenient for communities like Argyle to get their mail. My father remembers when the train delivered mail Argyle our first Post Office is still there I have heard that some of the boxes are in the Smithsonian although I have never been myself. To ask why to take the post office out should warrant the question why was the post office put in Argyle. In believe it was because the postal service wanted to provide all communities throughout America a means to efficiently get messages from family and friends in a secure manner. We are made up of a lot older population that will not use face book, titter, or anything like it. This will cause them major dismay. The post office is running in the black so why take out something that can support itself? The postal service was formed in my opinion to take care of citizens this act of removing the post office is taking care of the citizens. I myself have been waiting on a piece of mail for more than 2 weeks to come to my house where there is no mail box but a visible street address on a 911 sign this letter was supposed to come from the Court house in the prior meeting they said that postal workers would deliver to your door what happened? I did get my envelope until after going to the court house! Ask yourself what is a local community? What makes one? My answer is people and the people in it we want and need our post office.

In reference to the reply I have received from the first letter that I sent I have to say that the answers I got were wrong. In the reply it said that the growth of a community does not depend on the location of a post office if that were true the postal service would have not had a post office in every major city. How was it determined that there has not been much growth in our community that is true but can you tell me where it has since the economy fell? Carrier service will not be able to accommodate future growth unless you add more carriers. The Carriers cannot protect cash money in a mail boxes, carriers cannot come to me when I need them.

Who is going to help the senior citizens fill out all of the paper work? Is the carrier going to come to them when they need them or just on their route?

We are not experts on how it will affect our community if the postal service were to leave. If there was an independent study done I believe all involved would feel better about the end result. Why was there a post office put in Argyle? If a company runs in the black making a profit why does it shut down?

It is not and will not be a convenience for The Argyle FD to use a carrier we would have to be there to do the transaction because again the carrier is not there to protect our mail box.

After reading the reply to my Questions I am unfortunately unhappy with the response! It seems to me that the Argyle Post office has no chance of staying in business unfortunately. The meetings that we had is for PR purposes only in my opinion. The response that was received shows me we have no chance at all in keeping the Argyle post office.

Thank You,  
Chief Jonathan Dg

March 30, 2011

Docket No: 1353310-32422  
Item: 25  
Page: 9

If you take our Post Office away you are not thinking of us. You are only thinking of the benefits it will have for you. What do we get except a lot of inconsideration and aggravation. Some of us are on a fixed income so it would make it very hard to change Post Offices. And for the Elderly - how on earth do you expect them to change? After all these many years of having the convenience of having a Post Office close by, you want to take it away from us! Is that fair? John and Brandie are truly an asset to all of us. They are courteous, helpful, and polite. We desperately need our Post Office to stay.

Genuine Shipp



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03/01/2011

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way postal services are provided. Our tentative plans will only lead to a formal proposal if we are satisfied that a maximum degree of regular and effective service can be provided.

The postmaster at the ARGYLE Post Office retired on 11/12/2009. A review of the business activities of the Post Office revealed that the office workload had declined. Our office review revealed an average 40.20 daily retail window transactions. This reduced workload suggests that the maintenance of an independent office at ARGYLE may not be warranted.

If you would like an opportunity to discuss alternatives with us, a postal representative will be at Defuniak Springs Civic Center on 03/08/2011 from 6:00 PM to 8:00 PM to answer questions and provide information about our service.

If you have any questions, you may contact Carolyn Kirce at (904) 858-6624.

Thank you for your assistance.

Sincerely,

Todd Smith  
Manager, Post Office Operations



**A. Office**

Name: LOCHLOOSA State: FL Zip Code: 32662  
Area: SOUTHEAST District: NORTH FLORIDA PFC  
Congressional District: FL-03 County: Alachua  
EAS Grade: 11 Finance Number: 115295  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 27. There was not a petition recieved.

Prepared by: Carolyn Kirce  
Title: NORTH FLORIDA PFC Post Office Review Coordinator  
Tele No: (904) 858-6624

Date: 04/14/2011  
Fax No: (904) 858-6632

## **PETITION**

Todd Smith

Manager, Post Office Operations

1300 Riverplace Blvd.Ste 800

Jacksonville, FL 32207-0000

We, the citizens and customers of the Argyle Post Office hereby protest any change in the present status of our post office.

It is our desire to retain our post office at its present status – a United States post office operated by an Officer in Charge with an additional employee serving as a Post Master Relief.

We have many concerns, among them the sanctity, the security, and the inconvenience that rural delivery or transfer of our mail to the DeFuniak Springs Post Office would cause. These types of changes would also cause a tremendous hardship and stress to the large number of us who are elderly, handicapped, economically burdened, widowed, and/or without transportation.

The Postal Regulation Act of 1970 calls for providing a maximum degree of effective and regular service to rural areas, communities, and small towns where post offices are not financially self-sustaining.

We do not feel that rural delivery or transferring services to the DeFuniak Springs Post Office meet these criteria.

Sincerely,

Customers of the Argyle Post Office



Deadline for signing this petition is March 29, 2011. It will be presented to postal reps. who will be present at a public meeting to be held on March 30, 2011 at 6:30 P.M. at the DeFuniak Springs Civic Center. All interested persons are encouraged to attend.

<u>DATE</u>	<u>NAME</u>	<u>ADDRESS</u>
1. 3-21-2011	William Burnham	965 McHenry Rd Ponce DeLeon FL 32455
2. 3-21-2011	Kathryn Hobbs	P.O. Box 3 Argyle FL 32422
3. 3-21-2011	Salvina Menehorn	P.O. Box 93 Argyle FL 32422
4. 3-21-2011	Robert Winters	P.O. Box 115 Argyle FL 32422
5. 3-21-11	Lorraine Briggs	P.O. Box 72 Argyle FL
6. 3-21-11	R. Gist	932 Macdonald Rd Argyle FL
7. 3-21-11	Edna & Betty Schneckenger	1124 Alford Rd. PDC FL
8. 3-21-11	Michael Gnaty	1124 Alford Rd PDC FL
9. 3-21-11	James Reginald	3198 Kings Lake Rd DFS FL
10.	Martha Howell	1464 PDL 32455
11. 3-21-11	Frankie	175 N Davis Lane DFS FL
12. 3-21-11	Charles Morrow	2877 Morrow Rd PDL
13. 3-21-11	Bart Andrews	2540 Hwy 183A PDL



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	<u>DATE</u>	<u>NAME</u>	<u>ADDRESS</u>
14.	3/21/11	Denise Perry	553 Majestic Blvd
15.	3/21/11	Anderson Robert	397 Macedonia Ct. #2
16.	3/21/11	Marcella Harris	2477 Hwy 183-A Agyle
17.	3/21/11	Warren Lypson	PO BOX 144 Agyle
18.	3/21/11	St John Church	PO BOX 43
19.	3/21/11	Jamie Tolbert	P.O. Box 22 Agyle
20.	3/21/11	Paul Underhill	1520 Kidd rd.
21.	3-21-11	Ryan Rushing	100 McKay's way
22.	3-21-11	Justin Livingston	16700 Hwy 183
23.	3-21-11	R Miller	877 Macedonia rd
24.	3-21-11	Samuel Nelson	2482 Day 1/55 Cross Road
25.	3-21-11	Joyce Williams	202 Knox Hill Rd Ponce Deleon, 32455
26.	3-21-11	David Byers	PO Box 3 Agyle

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27.	3-21-11	Ezekiel Goodrum	457 Macdonna Church Rd Argyle
28.	3-21-11	Carmen Caryl	161 Darby Rd. DeFuniak Springs
29.	3-21-11	David Payne	75 Hosie Adam Rd D.F.S
30.	3-21-11	Annette Lawrence	253 Argyle Ch. Rd DFS
31.	3-21-11	Jeremy Marchen	1045 W county Hwy 10A DFS FL 32433
32.	3-21-11	Arthebe Ffester	2173 Co Hwy 183S
33.	3-22-11	Edith Mehlerhorn	DFS FL 32435 344 Hwy 183C DFS FL 32433
34.	3-22-11	Tommy Yates	<del>1422</del> 1422 Co Hwy 183 DFS
35.	3/22/11	Jeanneth Wertenberger	109 macedonia ch. Rd DFS
36.	3/22/11	Tommi Wertenberger	109 macedonia ch. Rd DFS
37.	3/22/11	Edith Mehlerhorn	P.O. Box 93 Argyle
38.	3/22/11	Lina McKee	935 Campbell Rd DFS, FL
39.	3-22-011	JASON AND MANHA Meller	2757 SHADTREE P.O.L.
	1-28-11	John Day	289 Co Hwy 10A.S. DFS

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<u>DATE</u>	<u>NAME</u>	<u>ADDRESS</u>
40. 3/23/11	JAMES ALFORD	1704 C-HOW 183 SOUTH DFS, FL. 32435
41. 3/23/11	Bob White	101 ARROWHEAD RD DFS, FL 32433
42. 3-23-11	Berry Johnson	207 Rustling CT Se F. Fla 32433
43. 3-23-11	Lois Washington	3073 Hwy 183-85 DFS
44. 3-23-11	Jesse Washington	3073 Hwy 183 So. 475
45. 3-23-11	Harley Routley	473 Jim Barrett Rd. DFS, FL 32433
46. 3-23-11	Jackie Routley	473 Jim Barrett Rd. DFS, FL 32433
47. 3-23-11	Gavin Baker	85 Sue Lane DFS FL 32435 429 Lak Rosemary Ct DFS FL 3277
48. 3-23-11	Larry Calverton	
49. 3-23-11	TYLER HATFIELD	1470 OAKWOOD LAKES BLVD DFS. FL . 32433
50. 3-23-11	Taryl Randolph	P.O. Box 156 Argyle FL 32422
51. 3-23-11	Martha <del>Robinson</del>	P.O. Box 807 DFS FL 32435
52. 3/23/11	Jean Dosselt MICHELLE + FARON	P.O. Box 87 ARGYLE, FL

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	<u>DATE</u>	<u>NAME</u>	<u>ADDRESS</u>
53.	3-24-11	Josh Jones	596 Rushing Rd-
54.	3-24-11	Robert Bailey	129 Shelter Road
55.	3-24-11	ANTON J GEIGER	1413 HWY 90 E DFS
56.	3-24-11	Mark Henderson	4739 County Hwy 280A / DFS
57.	3-24-11	Cecil Johnson	192 Bradley Dr. D.F.S.
58.	3-24-11	Kle Martin	Dagless Church
59.	3-24-11	Brian Caproni	<del>170 Cay Ellis Rd</del>
60.	3-24-11	Jana Caproni	<del>170 Cay Ellis Rd</del>
61.	3-24	Kelly Wilcox	170 Cay Ellis Rd
62.	3-25	Tony Taylor	454 THAD BELL RD.
63.	3-25	Bruce Smith	
64.	3-25	Pete Fen	90 Village RD.
65.	3-25	J. Sheffield	Landfill Rd

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DATE

NAME

ADDRESS

66. 3/25/11 Jennifer Merrihan ~~6600~~ Cort Hwy 1835
67. 3/25/11 Julia Gardner 44 Cort Hwy 183 N.
68. 3-25-11 Denika Cadey Box 85 44 Cort Hwy 183x
69. 3-25-11 ~~Rob~~ Winters PO Box 113 Argyle
70. 3-26-11 Willie James- 620-13th St.
- 3-28-11 71. Calvin Ruffin Sr Argyle Railroad Avenue
- 3-28-11 72. Angela Ruffin Argyle Railroad Avenue
- 3-28-11 73. Dennis P. Orr 10524 Hwy 183 S
- 3-28-11 74. Jeremiah Catts 116 Macedonia Church
- 3-29-11 75. Jessica Norris 116 Macedonia Church
- 3-29-11 76. Louis Roberts 2608 Hwy 183A PDL
- 3-29-11 77. Gloria Baldwin 1047 Bridge Creek Drive PDL

## **PETITION**

Todd Smith

Manager, Post Office Operations

1300 Riverplace Blvd.Ste 800

Jacksonville, FL 32207-0000

We, the citizens and customers of the Argyle Post Office hereby protest any change in the present status of our post office.

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96

<u>DATE</u>	<u>NAME</u>	<u>ADDRESS</u>
1. 3/21/11	Charles Day	P.O. Box 116 Argyle FL 32422
2. 3/22/11	Sarah Elmsly	P.O. Box 96 Argyle, FL 32422
3. 3/22/11	Adrian Alford	1704 Co. Hwy. 183-S DeFuniak Springs, FL 32435
4. 3/22/11	James + Alice Sartin Martin	P.O. Box 52. Argyle FL 32422
5. 3-22-11	D. ROBERTS	2608 Hwy 183 P.O. Argyle FL 32422
6. 3-22-11	CARI HALL	215 Pugh Rd DeFuniak Springs FL 32435
7. 3-22-11	Dennis C. Kettles	209 Hadwell Ave DeFuniak Spgs 71 PO Box 41, Argyle, FL
8. 03/22/11	Donald C Mitchell	2608 Hwy 183A Ponce de Leon FL 32452
9. 3-22-11	KENNETH W. ROBERTS	90 Village h d d s
10. 3-22-11	Tammy Payne	P.O. Box 83 Argyle, FL 32422
11. 3-22-11	Callotra Smith	336 Lakeside Dr DeFuniak Springs, FL 32435
12. 3-22-11	Craig English	P.O. Box 64
13. 3-22-11	Barbara Hipson	

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	<u>DATE</u>	<u>NAME</u>	<u>ADDRESS</u>
14.	3/22/11	Rosa R. Randolph	1423 G. Hwy 1835, DFS, FL
15.	3/22/11	Carol R. Langford	P.O. Box 20 Argyle, FL 32422
16.	3/22/11	Bridgett Ortega	P.O. Box 44 Argyle, FL 32422
17.	3/22/11	James Bullock	122 N Davis Ln DFS, FL P.O. Box 75 32433
18.	3/23/11	Dianna Gear	90 Roosevelt Ave DFS, FL 32435
19.	3/23/11	Ann Day	P.O. Box 116 Argyle FL 32422
20.	3/23/11	<del>Remond Mitchell</del>	P.O. Box 41, Argyle, FL 32422
21.	3-23-11	Blythe D. Holtzcliff	P.O. Box 31-Argyle, FL 32422
22.	3/23/11	Marti Smith	116 Bradley Drive DeFuniak, Springs 32422
23.	3/23/11	Marti (Wood) Ammons	PO BOX 131 Argyle
24.	3/23/11	Donald Turner	11
25.	3/23/11	Shirley Turner	11
26.	3/24/11	Dennis Bullock	PO Box 30 Argyle, FL



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	<u>DATE</u>	<u>NAME</u>	<u>ADDRESS</u>
27.	3/14/11	Ray Allen Bush	Po Box 30 Argyle FL
28.	3/24/10	Jennifer Brown	2285 Bogart Ramp Rd Bonifay
29.	3/24/10	David Roberts	" " "
30.	3/24/10	Ellen Byrd	Marianna FL.
31.	3-24-11	Jonathan Day	Po Box 152 Argyle FL.
32.	3-24-11	Argyle Fire District Inc.	Po Box 61 Argyle FL.
33.	3-24-11	Luckie Markew	1572 Douglass
34.	3-24-11	Jessie Norris	Crossroads <del>1160</del>
35.	3-24-11	Jeremiah Cates	1160 Macedonia Ch. Rd. Argyle FL.
36.	3-24-11	Rozetta Day	41 Co Hwy 10A So. De Funiak Spgs FL. 32435
37.	3-24-11	Jammy Cates	1160 McHenry Rd.
38.	3-24-11	Dylan Carroll	
39.	3-25-11	Teresa Nelson	Box 44 Argyle, FL 32422

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	<u>DATE</u>	<u>NAME</u>	<u>ADDRESS</u>
40.	3-25-11	Bryson Ortega	Box 44 Argyle, FL 32422
41.	3-25-11	Alvaro Ortega	Box 44 Argyle, FL 32422
42.	3-25-11	Thomas Nelson	Box 44 Argyle, FL 32422
43.	3/25/11	Campbell, Walter Walter	P.O. Box 68 Argyle, FL 32422
44.	3/25/11	DOT DENNIS	3049 Spring Lake Rd DFS, FL 32433
45.	3/25/11	William DENNIS	3049 Spring Lake Rd DFS, FL 32433
46.	3/25/11	Thomas Jordan	Box 82 Argyle, FL 32422
47.	3/25/11	Anna Rushing	148 Rushing Road, FL
48.		Louie Flowers	Box 164, Argyle, FL 32422
49.		Wilma Flowers	Box 164 Argyle, FL 32422
50.	3/27/11	Gohu McKee	298 Kidd Rd. DFS, FL
51.		Elaine Deacock	529 Campbell Rd <del>DeFuniak</del> DeFuniak Springs FL 32435
52.		Barita Bey - 3/25/11	P.O. Box 23 Argyle FL 32422

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	<u>DATE</u>	<u>NAME</u>	<u>ADDRESS</u>
53.	3-25-11	Peggy Bryan	2642 Walton Bridges Ponce de Leon, FL 32455
54.	3-25-11	Stephanie Dennison	627 Co. Hwy 185 DFS, FL 32433
55.	3-25-11	Aidmore Animal Clinic	450 Baldwin Ave DFS, FL 32435
56.	3-25-11	Rose Jones	DFS, FL 32435
57.	3-25-11	Betty Bradley P.O. Box 36 Argyle, FL 32422	P.O. Box 57 Argyle, FL 32422
58.	3-25-11	<del>Donna Rogers</del> P.O. Box 96	14 Macedonia church road
59.	3-26-11	P.O.B 13 Eleanor Marzullo	Keep the post office!
60.	3-26-11	Michael Marzullo	P.O.B. 13,
61.	3-26-11	Mary Rafey P.O.B. 99	Argyle
62.	3-26-11	Ana Aydl	P.O. Box 183 Argyle FL 32422
63.	3-26-11	MACE E. Campbell	P.O. Box 14 Argyle, FL 32422
64.	3-26-11	Adri / Huro	P.O. Box 42 Argyle, FL 32422
65.	3-26-11	Nanda S. Edwards	P.O. Box 49 Argyle, FL 32422

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	<u>DATE</u>	<u>NAME</u>	<u>ADDRESS</u>
66.	3-27-11	Margaret Day	P.O. Box 416 Argyle
67.	3-27-11	TIMMY TOLKS	PO BOX 415 Argyle
68.	3-28-11	Patry Johnson	DeFuniak
69.	3-28-11	Sandra Hillig	Force de Leon
70.	3-28-11	Jeremy Powell	Dr Nelson DFS
71.	3-29-11	James Burnham	Leisure Lake Rd.
72.	3-29-11	Cory Graves	147 Calhoun Rd. PDL, FL 32458
73.	3-29-11	Aster Randolph	141 Love Ln. DeFuniak Spgs, FL 32435
74.	3-29-11	Theodis Randolph	141 Love Ln. DeFuniak Spgs, FL 32435
75.	3-29-11	Alma Boyington	P.O. Box 2 Argyle, FL 32435
76.	<del>March 30/11</del>	Marsha McLendon	P.O. Box 172 Argyle, FL 32432
77.	<del>March 30/11</del>	Trudie Campbell	P.O. Box 14, Argyle, FL 32432
78.	Utager Underwood 3/30/11		P.O. Box 25 " "
79.	Richard A. Randolph 3/30/11		386 Quiberon DeFuniak Spgs FL 32432
80.	Ezra C. Powell		1059 BRIDGE CREEK DR, Force de Leon
81.	BLIND ATENDING		" " " "
82.			
83.			
84.			
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	<u>DATE</u>	<u>NAME</u>	<u>ADDRESS</u>
66.	3/27/2011	Cletta Ray	P.O. Box 1622 De Funiak Spg., FL 324
67.			
68.			
69.			
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71.			
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73.			

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<u>DATE</u>	<u>NAME</u>	<u>ADDRESS</u>
66. 3/24/2011	LINDA MIMS	415 Vanderheide De Funiak Springs FLA. 32433
67. 3-26-2011	ROBERT HILL	174 MOBEL VILLAGE RD. DEFUNIAK SPRINGS FL. 32433
68. 3-27-2011	DENNIS LAMBERT	PO BOX 48 AYLE FL.
69. 3-27-2011	JUDY LAMBERT	246 Mobel Village Rd. DeFuniak Springs FL 32435
70. 3-29-2011	Pauline Roberts	271 Rushing Ct Aysle, FL 32422
71. 3-29-2011	Don Roberts	271 Rushing Ct Aysle, FL 32422
72. 3-29-2011	Mike Algh	28 Nicole Ln Ponce de Leon FL 32435
73.		

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	<u>DATE</u>	<u>NAME</u>	<u>ADDRESS</u>
66.	3-23-11	Billy Scott	406 Nelson Rd. DeFuniak 32435
67.	3-24-11	Ron Darden	2843 Cossom Rd. DeFuniak Springs
68.	3-24-11	Wendy Scott	403 Nelson Rd DFS FL 32435
69.	3-24-11	J.D. Scott	403 Nelson Rd 32435 DFS
70.	3-24-11	Corey Nelson	405 Nelson Rd DFS FL 32435
71.	3-24-11	Jeremy Dinan	DFS FL 32435
72.	3-24-2011	Shade Theriot	1240 Pleasant Ridge Rd.
73.	3-24-2011	Tabitha Miller	1240 Pleasant Ridge Rd DFS FL 32435
74.	3-24-2011	Herman Jordan	1502 Sexton Rd. DFS FL 32433
75.	3-24-2011	Robert A. Scott	372 Nelson Rd DFS
76.	3-24-2011	Bonita C. Scott	372 Nelson Rd. DFS 32435
	3-25-2011	Jeremy Griggs	664 E Michelangelo RD 32433
	3-25-2011	Corey Darden	717 Dickey Rd DFS
	3-29-11	James W. Scott	406 Nelson Rd. DFS
	3-29-11	Mike Scott	376 Nelson Road DFS
	3-29-11	Johnny Allard Scott	428 Nelson Rd DFS

## PETITION

Todd Smith

Manager, Post Office Operations

1300 Riverplace Blvd.Ste 800

Jacksonville, FL 32207-0000

We, the citizens and customers of the Argyle Post Office hereby protest any change in the present status of our post office.

It is our desire to retain our post office at its present status – a United States post office operated by an Officer in Charge with an additional employee serving as a Post Master Relief.

We have many concerns, among them the sanctity, the security, and the inconvenience that rural delivery or transfer of our mail to the DeFuniak Springs Post Office would cause. These types of changes would also cause a tremendous hardship and stress to the large number of us who are elderly, handicapped, economically burdened, widowed, and/or without transportation.

The Postal Regulation Act of 1970 calls for providing a maximum degree of effective and regular service to rural areas, communities, and small towns where post offices are not financially self-sustaining.

We do not feel that rural delivery or transferring services to the DeFuniak Springs Post Office meet these criteria.

Sincerely,

Customers of the Argyle Post Office



5

...gning this petition is March 29, 2011. It will be presented to postal reps. who will be present at a public meeting to be held on March 30, 2011 at 6:30 P.M. at the DeFuniak Springs Civic Center. All interested persons are encouraged to attend.

<u>DATE</u>	<u>NAME</u>	<u>ADDRESS</u>
1. 3-28-11	John B. 1985	1314 Moccasin Fork Rd PDL 32455
2. 3-29-11	Terr. Cotton	1698 Crooked
3. <del>3-29-11</del>	Shawn Carter	
4. 3-29-11	Vann Thomas, II	
5. 3-29-11	Gregory	
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		

①

Deadline for signing this petition is March 29, 2011. It will be presented to postal reps. who will be present at a public meeting to be held on March 30, 2011 at 6:30 P.M. at the DeFuniak Springs Civic Center. All interested persons are encouraged to attend.

<u>DATE</u>	<u>NAME</u>	<u>ADDRESS</u>
14. 3-30-11	Thomas Jordan	996 Hedwara Rd Argyle, FL
15.		
16.		
17.		
18.		
19.		
20.		
21.		
22.		
23.		
24.		
25.		
26.		



**A. Office**

Name: ARGYLE State: FL Zip Code: 32422  
Area: SOUTHEAST District: NORTH FLORIDA PFC  
Congressional District: FL-01 County: Walton  
EAS Grade: 11 Finance Number: 110270  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 28. There was no Congressional inquiry.

Prepared by: Carolyn Kirce  
Title: NORTH FLORIDA PFC Post Office Review Coordinator  
Tele No: (904) 858-6624

Date: 04/13/2011  
Fax No: (904) 858-6632

## Proposal Checklist

### Section I

#### Responsiveness to Community Postal Needs

Tell what we are doing and why.

Is reason for discontinuance justified and documented in the record?

If suspended, what type of alternate service customers are now receiving?

Reason for vacancy and information on postmaster/OIC

Number of customers and type of service they received and will receive.

Hours of service, daily window transaction average, number of permit mailers, and postage meter users.

Last three fiscal years of revenue and revenue units.

Decline in service workload/reduction in EAS level, if appropriate.

Nearest Post Office, office level, miles away, hours of service, number of Post Office boxes available.

Administrative/emanating office — office level, miles away, hours of service, number of Post Office boxes available.

If the nearby/administrative Post Office has a different Post Office box fee schedule, this is stated in the proposal.

Preproposal activities — questionnaires: number of favorable, unfavorable and no opinion responses must equal the total number of questionnaires returned. List customer concerns and Postal Service responses.

Community meeting. Number of customers who attended, customer concerns, and Postal Service responses.

Information on petitions and congressional inquiries included with Postal Service responses.

Revised proposal states dates and locations the proposal was posted for 60 days. Number of comments received, customer concerns and Postal Service responses.

Advantages and disadvantages of proposed alternate service.

Any other pertinent information concerning Postal Service needs.

### Section II

#### Effect on the Community

Brief background of area, community government, population, etc.

Number of businesses, religious institutions, schools, local government offices, social organizations, etc.

Was Post Office used as meeting place?

Was Post Office a shelter for a bus stop?

Did the Post Office have a public bulletin board?

Were government forms available at the Post Office?

Did the Post Office provide assistance to senior citizens, persons with disabilities, etc.?

What is the historical value of the office?

Is an address change necessary?

Will the community identity be preserved?

What are the growth trends (flat, up, down)?

Were any other nonpostal items identified?

### Section III

#### Effect on Employees

Paragraph explaining about postmaster vacancy/OIC/other career and noncareer employees of the office. If a postmaster or other employees are reassigned this must be explained and tell whether the reassignments are voluntary.

**Section IV**

**Economic Savings**

A statement of annual savings includes a breakdown as follows:

Postmaster salary (EAS-\_\_\_\_, Minimum, no COLA)

\$

Fringe benefits 33.5%

\$

Rental costs, excluding utilities

\$

Total annual costs

\$

Less estimated cost of replacement service

-

Total annual savings

\$

A one-time expense of \$\_\_\_\_\_ will be/was incurred for installation of CBUs and parcel lockers.

Is postmaster salary based on the minimum salary without COLA?

Does postmaster salary reflect the current office evaluation?

**Section V**

**Other Factors**

The Postal Service has identified no other factors for consideration (if appropriate).

List other factors as appropriate.

Other factors when replacement service is a CPO.

**Section VI**

**Summary**

The proposal must include a brief summary that explains why the closing or consolidation is necessary and an assessment of how those factors supporting the need for change outweigh any negative factors. In taking competing considerations into account, the need to provide a maximum degree of effective and regular service must be paramount.

**Section VII**

**Notices**

Appropriate notice is made that this is a proposal and not a final determination. If a final determination is made to discontinue the office, information on the appeal process will be provided at that time.

Checklist Completed By:

Investigative Coordinator

Date

Reviewed and Certified By:

District PO Review Coordinator

Date



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04/13/2011

SENIOR VICE PRESIDENT  
GOVERNMENT RELATIONS AND PUBLIC POLICY  
475 L'ENFANT PLAZA SW RM 10804  
WASHINGTON DC 20260-3500

SUBJECT: Posting of the Proposal to Close  
the ARGYLE Post Office  
Docket No. 1353310

This is to advise you that on 04/16/2011, I will post for public comment a proposal to close the ARGYLE Post Office in Walton, Congressional District No. FL-01.

If you have any questions, please call CAROLYN KIRCE District Review Coordinator at (904) 858-6624.

A handwritten signature in cursive script, appearing to read "Carolyn Chambers".

CAROLYN CHAMBERS  
District Manager  
NORTH FLORIDA PFC District

cc: Manager, Customer Service Operations  
Area Manager, Public Affairs and Communications

Enclosures: PS Form 4920  
Proposal



04/12/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of  
ARGYLE Proposal  
Docket No. 1353310 - 32422

Please post the enclosed proposal to close the ARGYLE Post Office in the lobby. The proposal must be posted in a prominent place from 04/16/2011 through close of business on 06/17/2011. The posting must last at least 60 days and the first day does not count.

Round-date stamp the cover of the proposal on the date of posting and on the date of removal. Also, post the "Invitation for Comments" next to the proposal and round-date stamp it in the same manner.

Additional copies of the proposal and comment forms are enclosed. Provide them to customers upon request.

Also enclosed is the official record on which this proposal is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in AS-353 Guide to Privacy and the Freedom of Information Act. If you do not have photocopy equipment, take the customer's name, address, and telephone number and contact the district for a copy of the record.

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at (904) 858-6624.

A handwritten signature in cursive script, appearing to read "Carolyn Kirce".

CAROLYN KIRCE  
Post Office Review Coordinator  
NORTH FLORIDA PFC District

Enclosures: PS Form 4920  
Proposal  
Invitation for Comments  
Comment Forms  
Official Record

Date of Posting: 04/16/2011

Date of Removal: 06/17/2011

## UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE  
THE ARGYLE, FL POST OFFICE  
AND EXTEND  
SERVICE BY RURAL ROUTE SERVICE

To the customers of the ARGYLE Post Office:

The Postal Service is considering the close of the ARGYLE Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 04/16/2011 through 06/17/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the ARGYLE PO. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

CAROLYN KIRCE  
1300 RIVERPLACE BLVD STE 800  
JACKSONVILLE, FL 32207-0000

For more information, you may call CAROLYN KIRCE at (904) 858-6624 or write to the above address.

Thank you for your assistance.

Sincerely,



TODD SMITH  
TODD SMITH  
1300 RIVERPLACE BLVD STE 800  
JACKSONVILLE, FL 32207-0000



Date of Posting: 04/16/2011

Posting Round Date:

Date of Removal: 06/17/2011

Removal Round Date:

PROPOSAL TO CLOSE  
THE ARGYLE, FL POST OFFICE  
AND EXTEND  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1353310 - 32422

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Argyle, FL Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Defuniak springs Post Office, located five miles away.

The postmaster position became vacant when the postmaster retired on November 21, 2009. An employee from a neighboring office may be installed as the temporary officer-in-charge (OIC). Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: Retail transactions have declined at the Argyle Post Office by approximately 4% since fiscal year 2010, while revenue has also declined by approximately 4% for the same period. The Postal Service feels that regular and effective service will continue to be provided through rural route service. Plus the Defuniak Springs Post Office is located within 5 miles.

The Argyle Post Office, an EAS-11 level, provides service from 08:30 - 13:00 - 14:30 - 16:00 Monday - Friday, 08:30 - 11:00 Saturday and lobby hours of 24 hours on Monday - Friday and 24 hours on Saturday to 98 post office box customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 40 transaction(s) accounting for 48 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$28,153 ( 73 revenue units) in FY 2008; \$27,744 ( 72 revenue units) in FY 2009; and \$26,762 ( 70 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On March 08, 2011, representatives from the Postal Service were available at Defuniak Springs Civic Center to answer questions and provide information to customers. 26 customer(s) attended the meeting.

On February 22, 2011, 125 questionnaires were distributed to delivery customers of the Argyle Post Office. Questionnaires were also available over the counter for retail customers at the Argyle Post Office. 45 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 1 favorable, 22 unfavorable, and 22 expressed no opinion.

A petition supporting the retention of the Argyle Post Office was received on March 30, 2011, with 194 signatures. If this proposal is implemented, delivery and retail services will be provided by the Defuniak springs Post Office, an EAS-20 level office. Window service hours at the Defuniak springs Post Office are from 08:30 16:30, Monday through Friday, and 10:00 12:00 on Saturday. There are 626 post office boxes available.

The following concerns were expressed on the returned questionnaires, at the community meeting, from customer letters, on the petition, and from the congressional inquiry:

- |                    |   |
|--------------------|---|
| 1. <b>Concern:</b> | Customer expressed a concern about irregular hours that the rural route serves the community  |
| <b>Response:</b>   | The customer expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located <u>  8  </u> miles away. |
| 2. <b>Concern:</b> | Customer expressed a concern about irregular hours that the rural route serves the community  |
| <b>Response:</b>   | The customer expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located <u>  8  </u> miles away. |
| 3. <b>Concern:</b> | Customer expressed a concern about nonpostal services   |
| <b>Response:</b>   | The customer expressed a concern about nonpostal services. Nonpostal services provided at the suspended Post Office will be available at the administrative Post Office. Government forms normally provided by the post office will also be available at the administrative Post Office or by contacting your local government agency.  |
| 4. <b>Concern:</b> | Customers expressed concern for loss of community identity  |

**Response:** The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

5. **Concern:** Customers felt the loss of a post office would have a detrimental effect on the business community

**Response:** The customer expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

6. **Concern:** Customers felt the post office should remain open since they paid taxes

**Response:** The customer expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

7. **Concern:** Customers inquired about mailbox installation and maintenance

**Response:** The customer expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.

8. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Argyle Post Office

**Response:** The customer expressed a concern about the special attention and assistance provided by the personnel at the Argyle Post Office. As with any service organization, quality customer service from professional, courteous, and friendly employees is vital. We are always concerned when a customer is not satisfied with the way we conduct a transaction or provide a service.

9. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Argyle Post Office.

**Response:** The customer expressed a concern about the special attention and assistance provided by the personnel at the Argyle Post Office. As with any service organization, quality customer service from professional, courteous, and friendly employees is vital. We are always concerned when a customer is not satisfied with the way we conduct a transaction or provide a service.

10. **Concern:** Customers were concerned about growth in the community

**Response:** The customer expressed a concern about growth in the community. The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

11. **Concern:** Customers were concerned about having to travel to another post office for service

**Response:**

The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

12. **Concern:**

Customers were concerned about mail security

**Response:**

The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

13. **Concern:**

Customers were concerned about senior citizens

**Response:**

The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

14. **Concern:**

You were concerned about having to travel to another post office for service

**Response:**

The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

15. **Concern:**

Customer expressed a concern about leaving money in the mailbox

**Response:**

The customer also expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

16. **Concern:**

Customer expressed a concern about package delivery and pickup

**Response:**

The customer expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.

17. **Concern:**

Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages

**Response:**

The customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

18. **Concern:**

Customer expressed a concern about their 911 address

**Response:**

The customer expressed a concern about your 911 address. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.

19. **Concern:** Customers asked why their post office was being discontinued while others were retained
- Response:** The customer asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
20. **Concern:** Customers expressed concern about misdelivered mail
- Response:** The customer expressed a concern about misdelivered mail. The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action.
21. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail
- Response:** The customer expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
22. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community
- Response:** The customer expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
23. **Concern:** Customers expressed concern over the dependability of rural route service
- Response:** The customer expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.
24. **Concern:** Customers expressed concern that postal employees at the adminoffice Post Office are rude
- Response:** The customer expressed a concern that postal employees at the administrative Post Office are rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, post office operations.

25. **Concern:** Customers questioned the economic savings of the proposed discontinuance
- Response:** The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
26. **Concern:** Customers wanted to know why the customer lines were so long at the adminoffice Post Office
- Response:** The customer expressed a concern about the waiting time at the administrative Post Office. The administrative Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the administrative postmaster soan monitor window operations and ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the post office for service.
27. **Concern:** Customers were concerned about later delivery of mail
- Response:** The customer expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.
28. **Concern:** Customers were concerned about obtaining accountable mail and large parcels
- Response:** The customer expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

**Some advantages of the proposal are:**

1. The carrier provides retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

**Some disadvantages of the proposal are:**

1. The loss of a retail outlet and a postmaster position in the community. Retail services are provided by the carrier.
2. Meeting the carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.
4. A change in you PO Box Fees may be a result of this proposal.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

**II. EFFECT ON COMMUNITY**

Argyle is an unincorporated community located in Walton County. The community is administered politically by County Commissioner. Police protection is provided by the Walton County Police. Fire protection is provided by the Argyle Volunteer Fire Department. The community is comprised of retired people, farmers/ranchers, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Argyle Baptist; St. Johns AME; Macedonai Baptist; Pleasant Grove Presbyterian; New Deliverance Holy Pentacostal Church; Euchee Valley Presbyterian; Eucheanna community Center; Florida Conference, FI Forestry division, Mehlhorns Mini Mart, Concrete Manufacturing, gold Chicks, Perdue Farms, Taylor A/C, Days Service Station, Argyle Water System, Dental office, Argyle Fire Dept, Hogan's Car Care, Garden Companion, Bender Assoc, Game Addicts, Dollar Plus, Earl Matthews Nursery, Barlow's Utility Services, Transmission Repair, Murhpy's Diesel repair, Tyndall Enterprises, Strickland's Tree, Lawrence & Son Excavating, Vereen's Farrier, Metal Salvage, Argyle Acres, Total Homes, Nowling Mechanical, Pre-Paid Legal, Several Logging Business. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Argyle Post Office will be available at the Defuniak springs Post Office. Government forms normally provided by the Post Office will also be available at the Defuniak springs Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

None

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.



### III. EFFECT ON EMPLOYEES

The postmaster retired on November 21, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected.

### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 47,729 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,168
Fringe Benefits @ 33.5%	\$ 11,111
Rental Costs, Excluding Utilities	+ \$ 4,800
Total Annual Costs	\$ 49,079
Less Annual Cost of Replacement Service	- \$ 1,350
Total Annual Savings	<u>\$ 47,729</u>

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

### VI. SUMMARY

The Postal Service is proposing to close the Argyle, FL Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Defuniak springs Post Office, located five miles away.

The postmaster retired on November 21, 2009. If the office has a noncareer PMR, they may be separated from the Postal Service. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Argyle Post Office provided delivery service to no customers and 98 PO Box customers. The daily retail window transactions averaged 40. There are no permit mailers or postage meter customers.

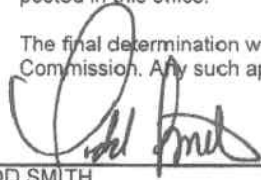
There will no longer be a retail outlet in the community. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a post office for service. The Postal Service will save an estimated \$47,729 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

### VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Argyle Post Office and Defuniak springs Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.

  
TODD SMITH  
Manager, Post Office Operations

04/16/2011  
Date







04/12/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 06/17/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,

A handwritten signature in cursive script, appearing to read "Carolyn Kirce".

CAROLYN KIRCE

Post Office Review Coordinator  
1300 RIVERPLACE BLVD STE 800  
JACKSONVILLE, FL 32207-0000



Date of Posting: 08/29/2011

Date of Removal: 09/30/2011



FINAL DETERMINATION TO CLOSE  
THE ARGYLE, FL POST OFFICE  
AND EXTEND  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1353310 - 32422

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Argyle, FL Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Defuniak Springs Post Office, located five miles away.

The postmaster position became vacant when the postmaster retired on November 21, 2009. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: Retail transactions have declined at the Argyle Post Office by approximately 4% since fiscal year 2010, while revenue has also declined by approximately 4% for the same period. The Postal Service feels that regular and effective service will continue to be provided through rural route service. Plus the Defuniak Springs Post Office is located within 5 miles.

The Argyle Post Office, an EAS-11 level, provides service from 08:30 - 13:00 - 14:30 - 16:00 Monday - Friday , 08:30 - 11:00 Saturday and lobby hours of 24 hours on Monday - Friday and 24 hours on Saturday to 98 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 40 transaction(s) accounting for 48 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$28,153 ( 73 revenue units) in FY 2008; \$27,744 ( 72 revenue units) in FY 2009; and \$26,762 ( 70 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On March 08, 2011, representatives from the Postal Service were available at Defuniak Springs Civic Center to answer questions and provide information to customers. 26 customer(s) attended the meeting.

On February 22, 2011, 125 questionnaires were distributed to delivery customers of the Argyle Post Office. Questionnaires were also available over the counter for retail customers at the Argyle Post Office. 46 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 1 favorable, 23 unfavorable, and 22 expressed no opinion.

A petition supporting the retention of the Argyle Post Office was received on March 30, 2011, with 194 signatures.

When this final determination is implemented, delivery and retail services will be provided by the Defuniak Springs Post Office, an EAS-20 level office. Window service hours at the Defuniak Springs Post Office are from 08:30 16:30, Monday through Friday, and 10:00 12:00 on Saturday. There are 626 post office boxes available.

The proposal to close the Argyle Post Office was posted with an invitation for comment at the Argyle Post Office and Defuniak Springs Post Office from April 16, 2011 to June 17, 2011. The following additional concerns were received during the proposal posting period:

1. **Concern:** Customer expressed a concern about irregular hours that the rural route serves the community

**Response:** The customer expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located \_\_8\_\_ miles away.
2. **Concern:** Customer expressed a concern about irregular hours that the rural route serves the community

**Response:** The customer expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located \_\_8\_\_ miles away.
3. **Concern:** Customer expressed a concern about nonpostal services

**Response:** The customer expressed a concern about nonpostal services. Nonpostal services provided at the suspended Post Office will be available at the administrative Post Office. Government forms normally provided by the post office will also be available at the administrative Post Office or by contacting your local government agency.

4. **Concern:** Customers expressed concern for loss of community identity

**Response:** The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

5. **Concern:** Customers felt the loss of a post office would have a detrimental effect on the business community

**Response:** The customer expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

6. **Concern:** Customers felt the post office should remain open since they paid taxes

**Response:** The customer expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

7. **Concern:** Customers inquired about mailbox installation and maintenance

**Response:** The customer expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.

8. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Argyle Post Office

**Response:** The customer expressed a concern about the special attention and assistance provided by the personnel at the Argyle Post Office. As with any service organization, quality customer service from professional, courteous, and friendly employees is vital. We are always concerned when a customer is not satisfied with the way we conduct a transaction or provide a service.

9. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Argyle Post Office.

**Response:** The customer expressed a concern about the special attention and assistance provided by the personnel at the Argyle Post Office. As with any service organization, quality customer service from professional, courteous, and friendly employees is vital. We are always concerned when a customer is not satisfied with the way we conduct a transaction or provide a service.

10. **Concern:** Customers were concerned about growth in the community

**Response:**

The customer expressed a concern about growth in the community. The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

11. **Concern:**

Customers were concerned about having to travel to another post office for service

**Response:**

The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

12. **Concern:**

Customers were concerned about mail security

**Response:**

The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

13. **Concern:**

Customers were concerned about senior citizens

**Response:**

The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

14. **Concern:**

You were concerned about having to travel to another post office for service

**Response:**

The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

15. **Concern:**

Customers were concerned about having to travel to another Post Office for service.

**Response:**

Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](https://usps.com), or by calling 1-800-STAMP-24.

16. **Concern:**

Customers were concerned about mail security.

**Response:**

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

17. **Concern:**

Customer expressed a concern about leaving money in the mailbox

**Response:**

The customer also expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

18. **Concern:** Customer expressed a concern about package delivery and pickup
- Response:** The customer expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.
19. **Concern:** Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages
- Response:** The customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
20. **Concern:** Customer expressed a concern about their 911 address
- Response:** The customer expressed a concern about your 911 address. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.
21. **Concern:** Customers asked why their post office was being discontinued while others were retained
- Response:** The customer asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
22. **Concern:** Customers expressed concern about misdelivered mail
- Response:** The customer expressed a concern about misdelivered mail. The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action.
23. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail
- Response:** The customer expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
24. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community
- Response:** The customer expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

25. **Concern:** Customers expressed concern over the dependability of rural route service
- Response:** The customer expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.
26. **Concern:** Customers expressed concern that postal employees at the adminoffice Post Office are rude
- Response:** The customer expressed a concern that postal employees at the administrative Post Office are rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, post office operations.
27. **Concern:** Customers questioned the economic savings of the proposed discontinuance
- Response:** The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
28. **Concern:** Customers wanted to know why the customer lines were so long at the adminoffice Post Office
- Response:** The customer expressed a concern about the waiting time at the administrative Post Office. The administrative Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the administrative postmaster scan monitor window operations and ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the post office for service.
29. **Concern:** Customers were concerned about later delivery of mail
- Response:** The customer expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cov
30. **Concern:** Customers were concerned about obtaining accountable mail and large parcels



**Response:**

The customer expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

**Some advantages of the proposal are:**

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

**Some disadvantages of the proposal are:**

1. The loss of a retail outlet. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.
4. A change in your PO Box Fees may be a result of this proposal.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

**II. EFFECT ON COMMUNITY**

Argyle is an unincorporated community located in WALTON County. The community is administered politically by County Commissioner. Police protection is provided by the Walton County Police . Fire protection is provided by the Argyle Volunteer Fire Department. The community is comprised of There are no major businesses in Argyle such as grocery stores, fast food chaines, restaurants, hotels, banks, and schools. There are 29 small business owners such as Mehlhorns Mini Mart, dollar Plus, Hogan Car Care, and Taylor A/C to name a few providing services to the community. Argyle has six (6) religious institutions and one (1) community center. The discontinuance would impose an extreme hardship on sixteen (16) widows living within 2 miles of the post office, fourteen (14) are elderly and four (4) disabled. The community is made up of doctors, lawyers, judges, educators, small business owners farmers, ranchers, wealthy, poor, and all others in betwee. Many of the residents are elderly. Argyle is diverse. and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: Argyle Baptist; St. Johns AME; Macedonai Baptist; Pleasant Grove Presbyterian; New Deliverance Holy Pentacostal Church; Euchee Valley Presbyterian; Eucheanna community Center; Florida Conference, FI Forestry division, Mehlhorns Mini Mart, Concrete Manufacturing, gold Chicks, Perdue Farms, Taylor A/C, Days Service Station, Argyle Water System, Dental office, Argyle Fire Dept, Hogan;s Car Care, Garden Companion, Bender Assoc, Game Addicts, Dollar Plus, Earl Matthews Nursery, Barlow's Utility Services, Transmission Repair, Murhpy's Diesel repair, Tyndall Enterprises, Strickland's Tree, Lawrence & Son Excavating, Vereen's Farrier, Metal Salvage, Argyle Acres, Total Homes, Nowling Mechanical, Pre-Paid Legal, Several Logging Business . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Argyle Post Office will be available at the Defuniak Springs Post Office. Government forms normally provided by the Post Office will also be available at the Defuniak Springs Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

None

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

**III. EFFECT ON EMPLOYEES**

## VI. SUMMARY

This is the final determination to close the Argyle, FL Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Defuniak Springs Post Office, located five miles away.

The postmaster retired on November 21, 2009. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by rural route service.

The Argyle Post Office provided delivery and retail service to 98 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 40. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$47,729 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

## VII. NOTICES

- A. Support Materials. Copies of all materials upon which this final determination is based are available for public inspection at the Argyle Post Office and Defuniak Springs Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Argyle Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Argyle Post Office and Defuniak Springs Post Office during normal office hours.



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Dean J Granholm  
Vice President of Delivery and Post Office Operations

08/22/2011

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Date

The postmaster position became vacant when the postmaster retired on November 21, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

#### **IV. ECONOMIC SAVINGS**

The Postal Service estimates an annual savings of \$ 47,729 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,168
Fringe Benefits @ 33.5%	\$ 11,111
Annual Lease Costs	<u>+ \$ 4,800</u>
Total Annual Costs	\$ 49,079
Less Annual Cost of Replacement Service	<u>- \$ 1,350</u>
Total Annual Savings	<u>\$ 47,729</u>

#### **V. OTHER FACTORS**

The Postal Service has identified no other factors for consideration.